

Finger Lakes Instrumentation

200 Tech Park Drive

Rochester NY 14623 USA

BEFORE SHIPPING

Please complete the following Return Material Authorization (RMA) form by clicking the link below:

[RMA FORM](#)

Please wait to receive an RMA number. The RMA number helps us track your products while at FLI.

PACKAGING

Please return your product(s) in the original container(s) if available. If you do not have the original shipping boxes and foam inserts, obtain a rigid box that is at least 3" (7.5 cm) larger in all dimensions than the items. A smaller box will not allow appropriate cushioning. Tape the side and bottom seams to secure the box. If you do not have the original bag, place the item(s) in an anti-static plastic bag and seal it. Wrap the bagged item(s) with at least two layers of bubble wrap or two bubble wrap bags. Place two inches (5 cm) of packing material (Styrofoam peanuts or additional bubble wrap) in the bottom of the box. Place the item(s) on the bottom layer with space around each. Add additional packing material around the sides of each item(s) and on top of the item(s).

A copy of the RMA form MUST be included within your shipping container to ensure an accurate return shipment and proper corrective measures. Please include additional information as necessary to explain the nature of the problem.

TERMS

Please ship your product(s) ONLY if you agree with the following terms and conditions:

1. Returns with no trouble found are subject to service fees.
2. FLI will perform repairs deemed necessary without additional consent or contact from the customer. FLI will obtain the customers approval before performing repairs that exceed the service charges noted below.
 - Camera service fees up to \$700.00 (before shipping) are authorized by this return.
 - Accessory service fees up to \$400.00 (before shipping) are authorized by this return.

ALL PRODUCTS SHIP TO:

(Shipment by UPS/FedEx/DHL)
Finger Lakes Instrumentation
200 Tech Park Drive
Rochester NY 14623 USA
(585)-624-3760

INSTRUCTIONS PERTAINING TO INTERNATIONAL CUSTOMERS ONLY:

1. Contact your Customs Authority to register the merchandise to be returned to the United States.
2. Please use the following Harmonized Codes in your shipping documentation:
8525.89 for cameras; 9013.90 for filter wheels and focusers.
3. Prepare a Pro Forma/Commercial invoice to accompany the shipment with the following statement:
"Goods manufactured in the USA being returned for repair only with NO COMMERCIAL VALUE. Temporary return only."
4. Please denote whether the device is a Digital Imaging system (Camera), Digital Focuser, or Digital filter Wheel on the invoice. Include the serial numbers of each item.
5. Under US government regulations, we must declare the value of the repair on the return commercial invoice, even if we are not charging for the repair (under warranty). (We do not declare the value of the product; we declare the value of the repair.)