

- Please complete this form with YOUR Reference Number
- Include this form with your product to ensure faster repair service
- A return authorization number is NOT required

Account # <small>(optional)</small>	<input type="text"/>	Company Name:	<input type="text"/>	Date:	<input type="text"/>
Contact Name:	<input type="text"/>	Phone:	<input type="text"/>	Email:	<input type="text"/>
Return Address:	<input type="text"/>				
Model:	<input type="text"/>	<i>Detailed description of fault, special instructions, and list of accessories sent with unit</i>			
Serial #:	<input type="text"/>	<input type="text"/>			
<input type="checkbox"/> WARRANTY <small>Please include copy of proof of purchase to validate warranty coverage</small>	<input type="checkbox"/> Non-WARRANTY <small>Outside warranty period and/or physical damage</small>				
Diagnostic fee is \$175* and is NON-REFUNDABLE if estimate is declined					
<i>*For liquid damaged products, upon replacing some components other issues may be identified and result in repair costs higher than the original estimate</i>					
Depot service rate is \$150 per hour.					
Accepted methods of payment: Major Credit Card or Certified Cheque or Purchase Orders from valid Sony service accounts only					

Please ship your product with **YOUR** tracking number clearly marked on the packaging to:

Everything Electronic Services Inc.
3738 N Fraser Way, Unit 108
Burnaby, BC V5J 5G7
Phone: (604) 418-2208
Email: everythingelectronic@shaw.ca

Return shipment of unit. Please select one of the following methods:

Units under warranty will be return shipped at Sony's expense unless otherwise indicated below.

- Use my courier and charge my courier account no:
- Use Sony selected courier and charge the shipping to my payment account
- Call me when the unit is ready and I will have it picked up

Shipping Instructions: As the Shipper, you are responsible for shipping damage. Insuring your shipment is recommended. However, insurance is no substitute for adequate packaging - *Please follow these instructions*

Packaging

- Use a sturdy box and ensure there is a suitable amount of packing material on all sides of the unit so it does not move around
- Use extra packaging in the front of monitors to protect the screen
- Wrap the unit in plastic to avoid damage from moisture and packing materials

Cameras

- Only send the lens for White Balance and CCD issues
- If the lens is sent, please remove from camera body and apply the protective cap to protect the image sensor
- Remove lights, battery packs, and other accessories