

QHYCCD North America Warranty Service Center

Santa Barbara Scientific, LLC, 948 Arbolado Road, Santa Barbara, CA 93103

Instructions for returning a QHY camera for repair for QHY owners in North America:

1. Pack up **ONLY** the camera if that is the only item that is malfunctioning. Do not send cables, power supply, etc., unless you suspect that one of these accessory items is faulty. Please **DO** include the dust cap over the camera window. If the desiccant tube is attached to the camera, please remove it and insert the original screw and o-ring into the desiccant port.
2. Pack in a new shipping box just big enough to hold the camera with adequate bubble wrap. Don't send any accessories, adapters, the original white display box or any other case or box that you want back. The camera will be re-packed before shipping to China and any used packing material will be discarded. For example, if packing a small or medium sized camera well wrapped in bubble wrap, 8x8x8 or 8x8x6 box is sufficient. Larger boxes only increase shipping costs.
3. If you do not want to assume the risk of loss or damage, insure the shipment. UPS is our preferred preferred carrier. FedEx is next. Use USPS only as a last resort. If a signature is required and we are out of the office, it will delay delivery and may result is the item being returned.
4. Include in the box:
 - a) Copies of the correspondence with QHYCCD, if any, that describes the problem and
 - b) QHYCCD's written instruction to return the camera (with the TICKET # you received from QHYCCD if you opened a help ticket) and
 - c) The completed form attached to these instructions including your name, return shipping address, phone number and e-mail and the camera serial number

5. Send the above to:

Attn: Michael Barber
QHYCCD Warranty Service
948 Arbolado Rd
Santa Barbara, CA 93103
USA (805) 308-6976
qhyusa@gmail.com



The serial number on cameras and filter wheels is 6 digits and always starts with a zero

Special Instructions for customers returning a camera or filter wheel from outside the United States:

When returning a camera or filter wheel from outside the U.S., you must be sure to do the following three things to assure prompt delivery of your item:

1. You must make a declaration on the shipping documents at the time of shipment for U.S. Customs that states: **“IMPORTED FOR REPAIR AND REEPORT”**
2. You must also state the HTS code for the shipment is: **9813.00.0540**
3. Finally, you should **NOT** check the box that directs the shipper to bill the receiver for any broker’s fees, duties or taxes.

Following these steps lets U.S. customs know that the item you are sending is not taxable as a new item or gift. It also sets the stage for a return to you without any significant tax when the item is returned. Usually, it is taxed only on the value of the repair.

Failure to follow these three steps when preparing the shipping documents may result in delays in delivery, a return of your item to you or imposition of significant tax when returned to your country.

Warranty Repair / Replacement Application Form**CUSTOMER / PRODUCT INFORMATION**

Ticket Number:

[If available]

Name	
Street Address	
City, State (Province)	
Country / Postal Code	
Telephone (required by shipper)	
Email	
Product (e.g. QHY123C)	
Serial Number (Starts with a zero)	
Purchased From (Dealer)	
Date Purchased (attach invoice)	
Reported Problem (Use back of form or attach description if necessary)	

INTERNATIONAL WARRANTY AND SERVICE CENTERS

Europe	QHYCCD Warranty Service Center Company: Astrosoft Contact: Jan Soldan Address: V Lukach 451, 25165 Ondrejov, Czech Republic Email: astrosoft@email.cz Tel: +420 728403811
North America	QHYCCD Warranty Service Center Company: Santa Barbara Scientific, LLC Contact: Michael Barber Address: 948 Arbolado Rd., Santa Barbara, CA 93103 USA Email: qhyusa@gmail.com Tel: +1 (805) 574-7888
Asia	QHYCCD Warranty Service Center Company: Light Speed Vision (Beijing) Co., Ltd. Contact: Can Cha Address: Room 501, Qidian Building A, No.1 Power East Street Changping District, Beijing, 102200, P.R. China Email: cha@qhyccd.com Tel: 13651172940

INSTRUCTIONS

Please refer to the Warranty Service Center in the territory where you purchased your QHY product. Contact your Warranty Service Center by email to receive shipping instructions and return authorization before sending in your QHY product. Include this completed form and printed copies of any email correspondence with QHY tech support with your product.