

# DCII – Repair Services Repair Order Form

**Carefully follow the instructions on this form to ensure your order is processed quickly and correctly!**

**General Instructions:**

1. **\*\*A VALID CREDIT CARD MUST BE PROVIDED WITH ALL ORDERS\*\***
2. Please use a traceable shipping method to ship your DCII.
3. It is important that you use the tear-off shipping label located at the bottom of this form.
4. Please complete the Customer Information box below, and send this information WITH your DCII.
5. For your records, please keep a copy of the Serial Number (located on the back of your device).
6. Do NOT send cables and accessories with your DCII unit. Send only the DCII unit itself.
7. Our turn-around time is approximately 10 - 15 business days upon receipt of the device.
8. Please include a note to let us know what is wrong with the device, and any special repair instructions.
9. Repair services includes: all labor and parts (except the Compact Flash). You will be contacted in the unlikely event that the Compact Flash requires replacement.
10. Standard Service Charges:
 

a. Diagnostic Fee	\$20.00
b. Repair Fee	\$39.00
Total Charge	\$59.00
11. Acceptable payment methods are: Visa, Master Card, American Express, and Discover ONLY. Checks, cashiers checks, money orders, or other credit cards are NOT accepted.
12. If there is evidence of water intrusion, physical damage, or tampering the unit will be returned un-repaired and the \$20.00 Diagnostic Fee will be assessed. However, the \$20.00 Diagnostic Fee will be waived should you desire that we NOT return your unrepairable DCIIs. Please initial below to designate how you wish unrepairable DCIIs be processed:

**BY SIGNING THIS FORM, THE CUSTOMER ACKNOWLEDGES THAT THEY HAVE RECEIVED, REVIEWED, AND ACCEPTED THE PRICING, TERMS, AND CONDITIONS STATED HEREIN.**

*Product Support Services, Inc. (PSS) is an authorized DCII - DriveCam repair partner.  
For PSS Customer Service assistance contact 972-462-3970 x221, or e-mail  
amaxwell@productsupportservices.com.*

*Customer Information – Please complete the information below and send WITH your DCII.*

Name: \_\_\_\_\_

Street Address (No PO boxes): \_\_\_\_\_  
\_\_\_\_\_

Apt.: \_\_\_\_\_

City/State: \_\_\_\_\_ (Zip): \_\_\_\_\_

Serial Number: \_\_\_\_\_

Day Time Phone No.: (\_\_\_\_) \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Fax No.: (\_\_\_\_) \_\_\_\_\_

Yes - Please Return Unrepairable DCIIs: Initials \_\_\_\_\_ (\$20.00 fee)

No - Do Not Return Unrepairable DCIIs: Initials \_\_\_\_\_ (no charge)

*Required For ALL Orders*

Credit Card Number:  
\_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Three Digit Code (on back of card) \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Card Type \_\_\_\_\_

**Card Holder Name (please print):**  
\_\_\_\_\_

**Card Holder Signature:**  
\_\_\_\_\_

*Tear-off and use for the Shipping label*

**Product Support Services, Inc.**  
**DCII – Repair Services**  
 511 S. Royal Lane  
 Coppell, TX 75019