



REPAIR REQUEST

Customer Info

First & Last Name: _____ Phone: () - Cell: () -

Company Name: _____ Email: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Product Info

Model Name	Serial#	Qty	Date of Purchase	Description of Problem

Shipping Info

Warranty Repairs
All warranty repairs are returned to customer via UPS Ground at no charge to the mailing address provided on this request. Please note, Warranty coverage cannot be determined until equipment is received and evaluated by Kino Flo Repair Department.

Non-Warranty Repairs
All non-warranty repairs are returned to customer via UPS Ground *at a charge* to the mailing address provided on this request unless otherwise specified. If you would prefer shipping charges be billed to your UPS or Fed Ex account please provide your account # and preferred shipping method below:

UPS Account# _____ Fed-Ex Account # _____
Shipping Method (Ground, Overnight, 2-Day, etc): _____ (\$4 add'l Charge Fed Ex Ground/per box)

Customer Pick-Up
If you would like to pick up your equipment from Kino Flo, you will have five business days from the date of repair to pick up your equipment. If equipment is not picked up within the allotted time it will be shipped back to you via UPS ground *at a charge* to the credit card provided above.

Notice: Kino Flo reserves the right to dispose of products which have been submitted to Kino Flo for repair, but which remain unclaimed after Kino Flo has sent a final notification to the customer that the repair has been completed or that such repair cannot or will not be performed.

Instructions

1. Complete and Print Forms.
2. Place equipment into a shipping box with suitable packing material to ensure proper protection during shipping.
3. Include a completed copy of this form. Please be sure all fields are completed (Mailing Address, Credit Card info, Shipping info).
4. Select a carrier that will provide a tracking number for your package, ship prepaid and insure your package for the value of the product and ship equipment to:
Kino Flo, Inc
Attn: Repair Department
2840 N Hollywood Way
Burbank, CA 91505
5. You will receive a confirmation of receipt and estimate within 48 hours of receiving equipment. The Lead-time for repair is three to five business days.

REV.6.14

To expedite the evaluation and repair process, we ask that you pre-authorize the repair and shipping costs up to a specific dollar amount. If you agree to pay for repairs up to the amount(s) below, please check the appropriate box and provide a valid credit card number and signature (we accept Visa, MasterCard and American Express). Kino Flo will then prioritize your equipment repair.

Please include payment authorization info with equipment for repair or fax to 818-847-1354 or email to eurena@kinoflo.com.

Pre-Authorized Amount

- Zero
- \$75 or less
- \$150 or less
- \$250 or less
- \$500 or less

Credit Card Info

Card Holder Name: _____

Credit Card#: _____ Exp Date: _____ Sec Code: _____

Billing Address: _____ Zip Code: _____

Signature: _____