

## Customer Info

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First & Last Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Cell: \_\_\_\_\_

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

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

## Product Info

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Model Name	Serial #	Qty	Date of Purchase	Description of Problem

## Shipping Info

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### 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.): \_\_\_\_\_

### Customer Pick-Up

If you would like to pick up your equipment from Kino Flo, you will have 5 business days from the date of repair to pick up your equipment. If it is not picked up within the allotted time it will be shipped back to you via UPS ground on your account.

*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

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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, 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.