



Dear Customer,

Please return your product(s) in the original container(s) if available. Pack with care to avoid shipping damage. A copy of the Return Material Authorization Request form **MUST** be included within your shipping container to ensure an accurate return shipment and proper corrective measures. Feel free to include additional information as necessary to explain the nature of the problem.

Please ship your product(s) **ONLY** if you are in agreement with the following terms and conditions.

1. Returns with no trouble found are subject to service fees.
2. FLI will perform repairs deemed necessary without additional consent or contact from the customer. FLI will obtain the customers approval before performing repairs that exceed the service charges noted below.
  - Camera service fees up to \$500.00 (before shipping) are authorized by this return.
  - Accessory service fees up to \$300.00 (before shipping) are authorized by this return.

### **WHERE TO SHIP YOUR RETURN ITEM(S):**

We recommend that you inform your shipping company / carrier that the RMA shipment to FLI contains 'goods manufactured in the United States of America'.

#### **All Cameras, Standard Filter Wheels, PDF and DF-2 Focusers, ship to:**

(Shipment by UPS/FedEx/DHL)  
Finger Lakes Instrumentation  
1250 Rochester Street  
Lima, NY 14485  
(585)-624-3760

#### **Atlas, High Speed Filter Wheels, & CenterLine, ship to:**

(Shipment by UPS/FedEx/DHL)  
Finger Lakes Instrumentation  
15 Charles Street Suite 1E  
Binghamton, NY 13905

The FLI Team

#### **INSTRUCTIONS PERTAINING TO INTERNATIONAL CUSTOMERS ONLY:**

1. Contact your Customs Authority to register the merchandise to be returned to the United States.
2. Use the Harmonized Code number 9801.00.1012 on your shipping documentation.
3. Prepare a Pro Forma/Commercial invoice to accompany the shipment with the following statement: "American goods returned for repair only with NO COMMERCIAL VALUE. Temporary return only."
4. Please denote whether the device is a Digital Imaging system (Camera), Digital Focuser, or Digital filter Wheel on the invoice as well as the serial number.
5. The monetary value you place on the items should be stated for insurance purposes only. Clearly state that the "Value is for Customs purposes ONLY." When Finger Lakes Instrumentation returns the items to you, we will use the same monetary value.