

DCII – Repair Services

Repair Order Form

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

General Instructions:

- **A VALID CREDIT CARD MUST BE PROVIDED WITH ALL ORDERS****
- Please use a traceable shipping method to ship your DCII.
- It is important that you use the tear-off shipping label located at the bottom of this form.
- Please complete the Customer Information box below, and send this information **WITH** your DCII.
- For your records, please keep a copy of the Serial Number (located on the back of your device).
*****ATTENTION: All DCII with serial numbers LOWER than 0329 7631 can no longer be supported and are End of Life. This announcement was made by DriveCam and applies to only a specific lot of the DCII. For information, please call DriveCam Technical Support (U.S. 1-866-910-0403) or visit the Drivecam website. Please specifically state the issue with the DCII and they will put you on a path to an upgrade to a new DC3 for an additional fee. The cost for the upgrade will be provided by DriveCam.*****
- Do **NOT** send cables and accessories with your DCII unit. Send **ONLY** the DCII unit.
- Our turn-around time is approximately 10 - 15 business days upon receipt of the device.
- Please include a note to let us know what is wrong with the device, and any special repair instructions.
- 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.
- Standard Service Charges:
 - Diagnostic Fee \$30.00
 - Repair Fee **\$59.00**Total Charge **\$89.00**
- Acceptable payment methods are: Visa, Master Card, American Express, and Discover **ONLY**. Cash, checks, cashiers checks, money orders, or other credit cards are **NOT** accepted.
- If there is evidence of water intrusion, physical damage, or tampering the unit will be returned un-repaired and the \$30.00 Diagnostic Fee will be assessed. However, the \$30.00 Diagnostic Fee will be waived should you desire that we **NOT** return your un-repairable DCIIs. Please initial below to designate how you wish un-repairable 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
drivecam@productsupportservices.com.*

IMPORTANT: Complete ALL required items below and send WITH your DCII. Required items are outlined in red

Company:

Name:

Street Address (No PO boxes):

Apt./Suite:

City:

State:

(Zip):

Phone:

Fax:

E-Mail:

Serial Number:

Yes - Please Return Unrepairable DCIIs: Initials

\$30.00

No - Do Not Return Unrepairable DCIIs: Initials

(No Charge)

Card Holder Name (as it appears on the card):

Card Type:

Card Number:

Three Digit Code (on back of card)

Exp. Date:

Card Holder Signature:

Tear-off below and use for the Shipping Label

Product Support Services, Inc.
DCII – Repair Services
511 S. ROYAL LN.
COPPELL, TX 75019