



REVERSE LOGISTICS OPTIMIZED™

DCII - Repair Order Form

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

GENERAL INSTRUCTIONS FOR DCII REPAIR

1. *****A VALID CREDIT CARD MUST BE PROVIDED WITH ALL ORDERS*****
2. Please use a traceable shipping method to ship your DCII, WE RECOMMEND INSURANCE.
3. It is important that you use the tear-off shipping label located on Page 2 of this form.
4. Please complete the Customer Information on Page 2 and send it WITH your DCII.
5. For your records, please note each unit's Serial Number (found on the back of the DCII.)
6. Do NOT send cables or accessories with your DCII unit. Send ONLY the DCII unit.
7. Our turn-around time is approximately 10 to 15 business days after receipt of the device.
8. Please include a note detailing the issue with your DCII and any special repair instructions.
9. Repair services include: All labor and parts (except Battery and CompactFlash).
10. Acceptable payment methods are American Express, Discover, Master Card, and Visa ONLY.
11. If there is evidence of water intrusion, physical damage, or tampering, the unit will be returned unrepared and the \$30.00 Diagnostic Fee will be assessed. However, the \$30.00 Diagnostic Fee will be waived on the applicable units should you agree that PSSI NOT return your unrepairable DCII(s) - PSSI will utilize the defective DCII for parts. Please initial on Page 2 how you want unrepared DCIIs be processed.

SERVICE CHARGES:

Diagnostic Fee	\$30.00
Repair Fee	\$59.00
Total Charge	\$89.00
Battery	\$35.00 (Optional)
CompactFlash	\$35.00 (Optional)

OPTIONAL SERVICES:

Battery - The battery is a consumable item that requires replacement after time. If not replaced, it may produce operational failures (error codes) which may result in an "unrepaired" designation by PSSI. Replacement of the battery is solely at your discretion since PSSI does not automatically replace the battery. Please indicate your choice to have PSSI replace the battery for \$35.00 on Page 2.

CompactFlash - The CompactFlash is required for the proper operation of the DCII operating system software. A defective CompactFlash can possibly produce operational failures (error codes) which may result in an "unrepaired" designation by PSSI. Replacing the CompactFlash is solely at your discretion since PSSI does not automatically replace the CompactFlash. Please indicate your choice to have PSSI replace the CompactFlash for \$35.00 on Page 2.

BY SIGNING PAGE 2 OF THIS FORM, THE CUSTOMER ACKNOWLEDGES THAT THEY HAVE RECEIVED, REVIEWED, ACCEPTED THE PRICING, TERMS, AND CONDITIONS STATED HEREIN.

Product Support Services, Inc. (PSSI) is an authorized DCII - DriveCam repair partner. For PSSI Customer Service contact (972) 462-3970 x221 or email drivecam@productsupportservices.com.



IMPORTANT: Complete ALL required items below and send WITH your DCII.

Company: _____	Name: _____		
Street Address (No PO boxes): _____	Apt./Suite: _____		
City: _____	State: _____	Zip _____	Phone: _____
E-Mail: _____	Serial Number: _____		
Yes - Please Return Unrepairable DCIIs:	Initials: _____	\$30.00	
No - Do Not Return Unrepairable DCIIs:	Initials: _____	No Charge	
Battery Replacement (See Page 1 - Optional Services) - \$35.00			
I hereby authorize PSSI to replace the battery at an additional charge of \$35.00 on my repaired unit:			
Accept	<input type="checkbox"/>	Initials _____	
I decline replacement of the battery and acknowledge that failure to replace the battery may result in error codes and a possible designation as "unrepairable" by PSSI:			
Decline	<input type="checkbox"/>	Initials _____	
CompactFlash (See Page 1 - Optional Services) - \$35.00			
I hereby authorize PSSI to replace the CompactFlash at an additional charge of \$35.00 on my DCII unit:			
Accept	<input type="checkbox"/>	Initials _____	
I decline replacement of the CompactFlash and acknowledge that failure to replace the DCII Compact Flash may result in error codes and a possible designation as "unrepairable" by PSSI:			
Decline	<input type="checkbox"/>	Initials _____	
Cardholder Name (As it appears on the credit card): _____			
Card Type: _____		Card #: _____	
<small>(AMEX, Discover, M/C, Visa)</small>			
3 to 4 Digit Code: _____		Expiration Date (Mo./Year): _____ / _____	
<small>(Back of Card)</small>			
This section must be completed for each transaction. Once completed, the credit card information is destroyed.			

Tear-off the below and use for the Shipping Label

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