



FLI Product Return Procedure

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If you need to return a product, please follow the instructions outlined below.

- 1. Obtain authorization to return the camera/product in advance by phone or email contact with FLI and:**
 - a. If you are outside the United States, contact your Customs Authority to register the merchandise to be returned to the United States for warranty repair or refund. Use the Harmonized Code number 9801.00.1012 on your shipping documentation. The monetary value you place on the item should be stated for insurance purposes. Clearly state that the “Value is for Customs purposes ONLY.” When FLI returns the repair item to you, we will use the same monetary value.**
 - b. For all customers, prepare a Pro Forma invoice to accompany the shipment with the following statement:**
 - For Equipment not covered under warranty: “American goods returned for repair only with NO Commercial Value. Temporary return only”**
 - For Equipment covered under warranty: “American goods returned for Warranty Repair only with NO Commercial Value. Temporary return only”**
 - c. For all customers, if you are requesting service under warranty or a return, a copy of your original receipt.**
 - d. For you records, make a copy of these documents.**
 - e. Prepare a large shipping label with the appropriate return address (FLI or distributor) and for shipments from outside the U.S., include the Harmonized Code number.**
- 2. Locate the original shipping boxes in which your item(s) was packaged. These boxes are designed to protect the products.**

OR:

If you do not have the original shipping boxes, obtain a rigid box that is at least 3” (7.5 cm) larger in all dimensions than the items. A smaller box will not allow appropriate cushioning. Tape the side and bottom seams to secure the box.

- 3. If you have the original packing materials, place the item(s) in the original plastic bag(s) and place the bagged item in the appropriate foam cutout in the proper orientation. Insert other items into their appropriate compartments.**

OR:

If you do not have the original bag, place the item(s) in a plastic bag and seal it. Wrap the bagged item(s) with at least two layers of bubble wrap or two bubble wrap bags. Wrap other items in the same manner. Into the bottom of the box, place two inches of packing material (Styrofoam peanuts or additional bubble wrap). Place the item(s) on the bottom layer with space around each. Add additional packing material around the sides of each item(s) and on top of the item(s).

- 4. Write a letter that includes the following: reason the item is being returned to FLI or distributor, your complete contact information (name, phone number(s), email address, return shipping address), and if appropriate, payment method and information. On top of the item(s) in the box, add the required paperwork described in step 1 and the letter described in step 4. Seal the box with packing tape. Tape the top flaps and label the box with the shipping label prepared in step 1.**
- 5. Contact a shipper for pickup or bring it to a reliable carrier. As noted in step 1, use the appropriate value on shipping forms. FLI is not responsible for damage to any items when it is in the possession of a carrier.**

