

# Camera Service



## **Problem solving**

Please install the latest driver from <http://www.gxccd.com/>.

Test your camera with different USB cables, on different computers and with original power source.

If the problem persists, please contact us on [sales@gxccd.com](mailto:sales@gxccd.com) and proceed with shipping.

## **Include contact information:**

- e-mail
- invoice address (in case of non-warranty service)
- delivery address
- telephone number (for parcel service)

## **Defect description**

Please include the short description of defect.

## **Accessories**

If possible, please include the USB cable and power source you use with the camera.

## **Packing**

Please use the original aluminum case and carton box. Or similar safe packing.

## **Shipping**

Please arrange the shipping of camera to this address:

**Moravian Instruments**  
**Masarykova 1148**  
**Zlin**  
**CZ-763 02**  
**Czech Republic**  
**Phone: +420 577 107 171**

You can also ship the camera to the distributor company where you bought it.

## **Non-warranty service payment**

When the service is finished and the total price is known, we will contact you by e-mail. You will get the service summary and proforma invoice for payment. Please send us the wire transfer payment according to the instructions. Once we receive the amount, we will send you the shipment.

## **Sending from non-EU countries**

### **Commercial invoice**

Please include the commercial invoice to the package.

List all items that you are sending and that were on the original invoice (e.g. camera and EFW)

State clearly that it is "**goods for repair**".

### **Parcel service**

Please prefer TNT, DHL, FedEx or UPS.

Do not use EMS and post office.

Please let us know about date of sending and chosen parcel service on [sales@gxccd.com](mailto:sales@gxccd.com).