

Instructions for Returning an Item for Repair or Replacement

1. If you haven't already done so, open a ticket in the QHY Help Center and get a Ticket Number here: <https://www.qhyccd.com/warranty/>
2. Complete the attached Warranty Repair/Replacement Application Form to be sent in with the camera.
3. Pack up **ONLY** the camera body or filter wheel if that is the only item that is malfunctioning. Remove any adapters that you want back. Do not send cables, power supply, etc., unless you suspect that one of these accessory items is faulty. Please DO include the dust cap over the camera window. If the desiccant tube is attached to the camera, please remove it and insert the original screw and O-ring into the desiccant port.
4. Pack in a shipping box just big enough to hold the camera with adequate bubble wrap. Don't send the original white display box or any other box or case that you want back. The camera will be returned in a plain shipping box.
5. Include the following documents in the box with the camera or filter wheel:
 - a) The completed Warranty Repair/Replacement Application Form attached to these instructions and be sure to include **all** the requested information: Your name, shipping address, phone number, email and camera serial number. **NOTE: THE PRODUCT'S SERIAL NUMBER ALWAYS STARTS WITH ZERO. See examples below.**
 - b) To receive free warranty service and return shipping you must include a copy of your invoice or other proof of purchase date.
 - c) Copies of the email or other correspondence with QHYCCD, if any, that describes the problem.
6. You must ship your item to the correct Warranty Center. The correct Warranty Center is the one in the territory where you purchased the product. See details in the Warranty Center sections below. Note that each Warranty Center has its own preferences for the preferred manner of shipping.



LOCATION OF SERIAL NUMBERS ON QHY PRODUCTS

North America

If you purchased your QHY product from a dealer in North America, you can return your product for warranty service to our warranty center in the U.S. From the United States ship to:

Attn: Michael Barber
QHYCCD Warranty Service Center
948 Arbolado Rd., Santa Barbara, CA, 93103
(805) 308-6976 qhyusa@gmail.com

The preferred carrier for returning items in the U.S. is UPS. FedEx is second. Please do not use USPS.

Special Instructions for customers returning a camera or filter wheel from Canada or Mexico:

When returning a camera or filter wheel to our U.S. Service Center from Canada or Mexico you must be sure to do the following three things to assure prompt delivery of your item:

1. You must make a declaration on the shipping documents at the time of shipment for U.S. Customs that states: **"IMPORTED FOR REPAIR AND RE-EXPORT"**
2. You must also state the HTS code for the shipment is: **9813.00.0540**
3. Finally, you should **NOT** check the box that directs the shipper to bill the receiver for any broker's fees, duties or taxes. You cannot simply select "Prepaid" as the shipping method. Instead you must select **FREE DOMICILE** as the shipping method and inform the UPS staff at the drop off point of this.

Failure to follow these three steps when preparing the shipping documents may result in delays in delivery, a return of your item to you or imposition of significant tax when returned to your country.

European Union

If you purchased your QHY product from a dealer in a European Union Country, you can return your product for warranty service to our warranty center in the EU:

Jan Soldan,
V Lukach 451,
251 65 Ondrejov,
Czech Republic
Phone: +420 728 403 811
Email : astrosoft@email.cz

The preferred carrier for returning items in the EU is UPS.

QHYCCD Warranty Service Information

If you purchased your QHY product from a dealer in a country like the UK that is near to our European Union Warranty Center but not an EU country, under normal circumstances you should send your item to Beijing for repair. However, in some cases it may be possible to send to our EU Center. If you wish to send to the EU Center you must first contact Jan Soldan at the EU center and discuss your needs and get approval before shipping.

China

If you purchased your QHY product from a dealer outside of North America or the European Union, you can return your product for warranty service to our warranty center in China:

**QHYCCD Warranty Service Center
Light Speed Vision (Beijing) Co., Ltd.
ATTN: Contact: Zhao Wenqian
Room 501, Qidian Building A
No.1 Power East Street Changping District
Beijing, 102200, P.R. China
Email: cha@qhyccd.com
Tel: 18514599685**

The preferred carrier for returning items to China is DHL.

2nd Hand Cameras

QHY will honor the warranty on a camera for two years from the date of original purchase even if you are not the original owner provided you supply proof of the original purchase date by the original owner and evidence of its being transferred to you. Usually this means you can supply a copy of the original owners invoice of purchase plus some written evidence that the original owner later sold you the same camera. Absent proof of the original purchase date, the camera will be treated as an Out of Warranty Repair.

Out of Warranty Repairs

If you need to send in a product that needs repair not covered by warranty or is otherwise out of warranty, you should still follow all the instructions above. Once your item is received by our repair department, you will be contacted through the Ticket system with an estimate of the repair cost.

Warranty Repair / Replacement Application Form

CUSTOMER / PRODUCT INFORMATION

Ticket Number:

[PRODUCT WILL BE RETURNED TO THIS ADDRESS]

Name	
Street Address	
City / State (Province)	/
Country / Postal Code	/
Telephone (required by shipper)	
Email	
Product (e.g. QHY123C)	
Serial Number (Starts with a zero)	
Purchased From (Dealer)	
Date Purchased (attach invoice)	
Reported Problem (Use back of form or attach description if necessary)	

INTERNATIONAL WARRANTY AND SERVICE CENTERS

Europe	QHYCCD Warranty Service Center Company: Astrosoft Contact: Jan Soldan Address: V Lukach 451, 25165 Ondrejov, Czech Republic Email: astrosoft@email.cz Tel: +420 728403811
North America	QHYCCD Warranty Service Center Company: Santa Barbara Scientific, LLC Contact: Michael Barber Address: 948 Arbolado Rd., Santa Barbara, CA 93103 USA Email: qhyusa@gmail.com Tel: +1 (805) 574-7888
South America, Asia, Australia, Middle East, Africa	QHYCCD Warranty Service Center Company: Light Speed Vision (Beijing) Co., Ltd. Contact: Can Cha Address: Room 501, Qidian Building A, No.1 Power East Street Changping District, Beijing, 102200, P.R. China Email: cha@qhyccd.com Tel: 13651172940

INSTRUCTIONS

Please refer to the Warranty Service Center in the territory where you purchased your QHY product. Contact your Warranty Service Center by email to receive shipping instructions and return authorization before sending in your QHY product. Include this completed form and printed copies of any email correspondence with QHY tech support with your product.