

Moravian Instruments

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 read on and proceed with shipping.

Include contact information:

- e-mail address
- invoice address (in case of non-warranty service)
- delivery address
- telephone number (for parcel service)
- if you have a VAT number

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:

Moravske pristroje a.s.
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 send the commercial invoice by e-mail and also include to the package. List all items that you are sending and that were on the original invoice (e.g. camera and EFW).

Important: When sending camera back to our company for repair from non-EU countries, make sure the parcel is clearly declared as "temporary export" to be able to receive it back without any fees (local VAT, custom fees,.) State clearly that it is "**goods for repair**".

Parcel service

Please ship via FEDEX or UPS only. Do not use EMS, DHL and post office.

Please send an e-mail about date of sending and chosen parcel service. Please attach also the commercial invoice.

Contact person is Ms. Eva Knapkova on address eva@moravinst.com