

## LYTX DRIVECAM DC3/P Out Of Warranty REPAIR SERVICE

Welcome to Selectron Solutions. We are the authorized third-party repair facility for your DriveCam DC3/P product. Please read through our step by step procedure for repair/shipping requirements.

**At Selectron Solutions, It's all about the Value!**



**Step 1** - Read through the payment, shipping and contact information located to right.

**Step 2** - To move forward with the repair, e-mail your Repair Request to:  
[LYTX-OOW@selectronsolutions.com](mailto:LYTX-OOW@selectronsolutions.com)

**Step 3** – Provide detail information about your unit(s):

- Company Name
- Ship To Address
- Contact Name / Phone Number
- S/N and problems experienced

**Step 4** - Once submitted, allow 24-48 hours for a response providing you with an RMA # to reference on your shipment.

**Step 5** - Ship your DriveCam unit to us, at the address shown below, making sure the RMA # is visible on outside packaging and accompanying paperwork

### TERMS, CONDITIONS AND RETURN POLICY

1. \*\*\*A VALID CREDIT CARD MUST BE PROVIDED WITH ALL ORDERS\*\*\*
2. Please use a traceable shipping method to ship your DriveCam unit, WE RECOMMEND INSURANCE.
3. For your records, please note each unit's Serial Number (found on the side of the unit.)
4. Do NOT send cables or accessories with your unit. Send ONLY the DriveCam unit.
5. Our turn-around time is approximately 10 business days after receipt of the device.
6. Please include a note detailing the issue with your device and any special repair instructions.
7. Repair services include all labor and parts (except Battery, Camera Ball and Lens Replacement).
8. Acceptable payment methods are American Express, Master Card, and Visa ONLY.
9. If there is evidence of water intrusion, physical damage, or tampering, the unit will be returned unrepared and a \$50.00 Diagnostic Fee will be assessed.

#### SERVICE CHARGES:

Diagnostic Fee	\$50.00
Repair Fee	\$79.00
<b>Total Charge</b>	<b>\$129.00</b>

Battery	\$25.00
Camera Ball/Lens	\$38.00
Case	\$25.00

All shipping/handling fees are pre-charged at a flat rate of \$8.95 per unit, up to five units. Bulk unit repairs over 5 units are charged a reduced rate in increments of 6-10, 11-20 and 21 plus units. (International Shipments slightly higher). Please use your RMA number as the identifying information for your product. Place this RMA number inside, or on the shipping label for identification and tracking purposes. We ship FedEx ground, so please include your return address on the original shipment.

#### Selectron Solutions Repair Warranty:

90 Days from Return Ship date

In the unlikely event your device fails within 90 Days of OUR repair, Selectron Solutions will waive all repair and outbound shipping charges during the warranty period. If the unit fails for a reason other than what it was originally repaired for, the above listed Service Charges will be assessed.

#### Ship Your Product To:

Selectron Solutions  
Attn: LYTX OOW Repair + (Your RMA number)  
4 East Stow Road, Ste 2  
Marlton, New Jersey 08053, USA

#### Selectron Solutions Contact Info:

##### For Repair Status:

Please contact: [LYTX-OOW@selectronsolutions.com](mailto:LYTX-OOW@selectronsolutions.com)

##### Customer Service Direct:

856-552-0233  
Or Toll Free: 1- 800-443-5860 Ext. 233

For technical information or advice:  
Please Contact DriveCam technical support at 866-910-0403.

90 Days from Return Ship date