

Service

Repairs: You do not need an RMA to ship us your Transvideo equipment for repair.

Go to our **CONTACT PAGE**.

In the **MESSAGE FIELD:** enter a brief description of the problem as well as the date you need your equipment back.

Ship your equipment to our North Hollywood address.

Include your phone & email information inside the box.

TIPS FOR A QUICK-TURN AROUND:

Make sure the monitor arrives to us by 10:30am.

Inform us of the date when you need it back, specify am or pm.

Include all your contact information with it (name, ship to & bill to addresses, cel phone and email address).

Provide us with your Fedex or UPS account for the return.

Have a mean of payment ready: Credit cards are fastest.

What to Expect:

We will provide you with an estimate prior to performing the repair.

Free services included with repairs for Transvideo International customers:

- Update to the latest Software & Firmware versions.
- Deep cleaning.
- Cosmetic touch-ups.

Turn-around time:

Walk-ins: if you have made an appointment with our office, the repair may be performed within a couple of hours. This will give you the time for a cup of coffee or lunch nearby.

Shipped-in: If your equipment arrives by 10:30am and you have informed us that it is an emergency, it will mostly likely be turned around same day.

Back-up equipment:

If your equipment cannot be repaired within 48 hrs and you are in the middle of a shoot, we will do our best to supply a back-up monitor. Please note that the back-up may not be the exact same model as yours.

Additional Pampering of your equipment:

Your Transvideo monitor may never be in need of a repair.

We offer these additional services for your peace of mind:

- Update to the latest Software & Firmware versions.
- Check-up prior to a long shoot, in particular when travelling out of the country.
- Deep cleaning after shooting in the sand (ocean or desert) will preserve your equipment.
- Deep cleaning after exposure to salt water. The marine air contains corrosive particles that are electronic boards' worst enemy. This should be done urgently.

Equipment inspections:

If you decide to sell your Transvideo equipment we offer a free inspection that may be sent to the prospective buyer with the seller's consent. We offer the same equipment inspection to buyers with the seller's consent.

Tel: 1 818 985 4903. Email: info@transvideointl.com

TRANSDVIDEO INTERNATIONAL.

11712 Moorpark St # 112B, North Hollywood, CA 91604. USA