



#### PANASONIC ONLINE REPAIR SHIPPING INSTRUCTIONS

When shipping your digital still camera or camcorder, please include all parts and accessories which were in the box when you purchased it, except for the following items; SD Card, Carrying Case, Underwater Case and Tripod.

#### PREPARING FOR SHIPPING:

- 1 Remove the batteries from the products. If lithium ion batteries are shipped by air, the package must be labeled "Contains Lithium Ion Battery (No lithium metal)". Damaged batteries are prohibited from shipment by US Mail. Batteries must be securely packed in a manner to prevent short-circuiting. A package cannot contain more than 3 Lithium Ion batteries.
- 2 Pack the products securely in a corrugated cardboard carton which allows at least one inch of space on all sides. Next, fill this space with an appropriate packing material. **Do not** use the "sales presentation container" that the product was originally packaged in, nor the "padded envelopes" to ship the product.
- 3 Place a copy of your proof of purchase for warranty verification in the box.
- 4 Place a copy of the confirmation page in the box.

If you don't have a copy of the confirmation page, please include your full name, physical shipping address (PO Boxes are not acceptable), phone number, email address and a detailed description of the problem you are experiencing on a sheet of paper and place it in the box.

- 5 Fill out "Parts & Accessory Checklist" and place it in the box.

Quantity	Description

Please refer to the mailing label on the confirmation page for the ship to address. We recommend you ship with a company that provides insurance and a tracking number. Panasonic is not responsible for loss or damage incurred during shipping.

#### ACCESSORIES CHECKLIST

Please do not enter the description of the accessories and quantity of each accessory you are including with your shipment. Do NOT include personal accessories (Camera case, SD Cards etc.) in this shipment. They will NOT be returned.

Signature \_\_\_\_\_

Reference# \_\_\_\_\_