



How do I prepare and pack my Photometrics camera for shipping?

Please use the original packaging material and box if it's still available. Prior to packing and if applicable, save unedited image samples as they are helpful if they help illustrate the problem and have them ready when contacting us.

Follow these steps to prepare the camera for shipping:

1. Place the lens cap on the front of the camera to cover and protect the window.
2. Place the camera into a clear plastic bag.
3. Place the camera into the most center area of an empty box and surround it with popcorn packing material such as clean foam, bubble wrap or Styrofoam popcorn chips. If these are not available, the most rigid packing material should be used to reduce movement during shipping.
4. The camera should be sealed tight in the center most position in the box with very little movement once packed.
5. Seal the box with packaging tape.
6. Photometrics recommends using a shipping company, like Fedex or UPS that provides a tracking number.
7. Photometrics requests that all cameras accessories, such as power supply, communication cable and interface cards be included in the camera shipment.
8. It is recommended that you insure the product shipment for replacement value.
9. Ship your product to Photometrics with all freight, duty brokerage and prepaid shipping. Shipping to Photometrics is not covered.
10. Any and all Duties, Taxes and Service Fees imposed on the return shipment are your responsibility.
11. If the service is covered under warranty, Photometrics will cover the return shipping freight cost back to you.
12. Contact Customer Service using the methods below to obtain your Repair ticket number and shipping information:

Tel: 1-800-874-9789

E-mail: support@photometrics.com

Live Chat click here:



Online Support request click here:



Note: The customer is responsible for any damage or loss incurred during shipment to Photometrics facilities. Customers are advised to purchase insurance protection before transferring product to carrier for shipment and use original packing box/materials.

HIGH PERFORMANCE CMOS, EMCCD AND CCD CAMERAS FOR LIFE SCIENCES