

# Service Element Description

## Refresh Service: Tripods

### Price

The price is £100 per Refresh Service + VAT and Camera Dynamics reserve the right to alter price at their discretion.

### Service description

**The purpose of the Refresh Service is to inspect and clean equipment after arduous shooting in hazardous conditions and return to optimum working conditions.**

A trained Vinten service engineer will thoroughly clean the exterior of the tripod and remove all debris which could affect performance.

If required, the engineer will dismantle the tripod, allowing access to the internal mechanism, for the purpose of removal of debris and for thorough cleaning.

The engineer will check parts and operation of the mechanism to ensure optimum function. Prior to re-assembly of the tripod, the service engineer will contact the customer/ product owner to inform them of the status of operational function of the tripod and any remedial work that will be required to return the product to normal operational function. An estimate will be provided in written copy and may also be provided verbally.

No remedial work will be carried out prior to Camera Dynamics being given full written consent for agreement to the estimate.

In the event that additional service work other than cleaning is refused, the service engineer will re-assemble the tripod.

If additional service work is refused, then Camera Dynamics will not guarantee the level of performance of the product but only that it has been cleaned and inspected.

If the tripod has been cleaned and found that damage has not occurred to mechanism then it will be reassembled. In this instance Camera Dynamics will guarantee that the product is fully operational and functioning normally at the time of leaving the company premises.



If additional service and remedial work is carried out and reassembled, then Camera Dynamics guarantee the optimum level of performance and functionality, at the time of leaving the company premises.

### **Exclusions**

Camera Dynamics do not accept responsibility or liability for any insurance claim.

The customer is responsible for all costs relating to the delivery and collection of their equipment from Camera Dynamics Service Centres.

### **Insurance Claim Support**

In the instance where a product has been damaged and is insured, then if requested we will compile a report, specifying the damage that has occurred, the estimated cost of repair and our opinion as to the cause of damage. We may include photographs of the damaged product.