

Penn's Woods Digital Scout Repair Form

Please use this form for any Penn's Woods Scouting Camera problems and/or returns. Fill out all spaces to the best of your ability and be sure to include your contact information.

It is always recommended that you call Penn's Woods at 724-468-8311 to speak with a customer representative to try some diagnostic tests prior to sending your unit(s) in. It is also necessary to call Penn's Woods to receive return authorization approval prior to sending your unit(s). Penn's Woods does not have a "money back guarantee" regardless of the number of days a unit has been in your possession. Under certain circumstances a Penn's Woods representatives may at their sole discretion approve a return for refund. However, there will be a 20% restocking fee and this will only be approved after the unit has been inspected.

Please be advised that whether or not any problems are found with your unit(s) that there will be a \$50 charge per unit simply for the diagnostic testing that is performed. If no problems are found, you will receive a phone call advising you that nothing was found to be wrong with your unit and it will be returned with a \$50 charge along with a shipping and handling fee. If something is found to be wrong with your unit, you will be called with an explanation of what is wrong and the cost for repairing the unit along with the \$50 diagnostic test and shipping and handling.

*Penn's Woods has a 90 day warranty on all of its scouting units, whereby Penn's Woods will repair your scouting unit if it is deemed that it is clearly a manufacturer's defect. Any problems with your unit(s) as a direct result of neglect or abuse will not be covered under the Penn's Woods warranty. (i.e. excessive moisture or corrosion to the interior of the unit from improper closing of case, obvious mishandling or dropping of camera or unit as well as improper packaging of the unit prior to shipping.)

*** ALL RETURNS SHOULD BE ACCOMPANIED WITH A SALES RECEIPT TO VERIFY IF INDEED THE UNIT WILL OR WILL NOT BE COVERED UNDER THE WARRANTY.**

Name: _____

Address: _____

Phone #: _____ Date of return: _____

List the specific contents of your return including unit, camera, batteries, memory card, cable etc.

Unit Serial #: _____

Camera Serial #: _____

Other Contents (batteries, memory stick, etc.) : _____

Please provide a detailed description of the problems that you are experiencing:

Technician Comments: _____

Total repair costs including S&H: _____

Address to send your unit:

Penn's Woods Products • 107 Thorn Run Road • Export, PA 15632 • Attn: Repairs