

Before sending your repair you must contact info@totemcams.com to receive a repair number.



WARRANTY AND TECHNICAL REVIEW:

- The guarantee will be assessed by the Quality department once the Totem is in our facilities. The warranty does not cover normal wear, misuse or modifications to the product.

- Please note that we DO NOT REPAIR components that are mentioned in the [Instructions For Use](#) under “**DO NOT USE THE TOTEM CAM IF**”. Remember that these aspects make the product **NOT safe**. Products that **are deemed unreparable and unsafe for use will be destroyed by Totem MT**. By sending the product you acknowledge that you have read and accepted these conditions.



SHIPPING INSTRUCTIONS:

- We recommend that you send the Totems as registered letter using your local postal service and enclose the form inside the package. Package it/them appropriately to protect it from any damage during transportation. Any shipment coming from outside the European Union must be identified as “not for sale” or “without commercial value” when completing the customs forms; failure to do so will incur customs charges that will be charged to the invoice of its repair.



SHIPPING ADDRESS:

Totem MT Koop. Elk
Zikuñaga Bailara 17-B
20120 Hernani (Spain)
Phone: +34 943 555465

Email: info@totemcams.com



REPAIR MANAGEMENT:



REPAIR TIME:

It will be processed the week we receive the shipment and will be made as soon as possible (approximately one week), and may be extended, after communication with the customer.

*See "Order information" for estimated delivery time for different destinations.



SHIPPING COSTS:

- Spain: 8€
- Europe: €18
- USA: 23€
- Canada: €28
- Rest of the world (DAP*): 20€

*Unpaid duties and taxes



METHOD OF PAYMENT:

- Credit cards
- PayPal

*Instructions will be communicated by e-mail.

REPAIR FORM

REPAIR NUMBER:

DATE:

Complete the following form (all fields in CAPITAL LETTERS):

FULL NAME:

ADDRESS:

CITY: ZIP CODE

STATE/REGION: COUNTRY:

PHONE: E-MAIL:

By sending the product; I expressly authorize Totem MT to destroy those products that after technical review are considered unsafe for use.

Service fees (Including cleaning and lubrication):

Re-sling	Trigger wire ropes replacement:	Thumb press replacement*	Spring replacement
- Totem Cam 8€	- Totem Cam 8€	- Totem Cam 8€	- Totem Cam 8€
- Basic Cam 5€	- Basic Cam 8€		- Basic Cam 8€


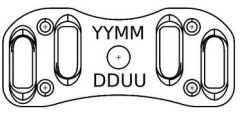
*(It is the part where the thumb rests when the trigger is operated).

21% VAT NOT included (Spanish VAT). If you ship outside Spain, please take into account the tax rate of your country. VAT will not be charged to countries outside the European Union.

Fill in the first two columns and mark with an X in the repair services requested.

Reference / Size	Serial Number	Re-Sling	Trigger wire ropes replacement	Thumb press replacement	Spring replacement
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* For Totem Cam there are two different serial numbers, one with 7 digits and one with 8 digits:

7 DIGITS SERIAL NUMBERS	8 DIGITS SERIAL NUMBERS
 <p>YY: Production year WW: Production week D: Production day of the week (1: Monday; 2: Tuesday; 3: Wednesday; 4: Thursday; 5: Friday; 6: Saturday; 7: Sunday) UU: Exclusive number</p>	 <p>YY: Production year WW: Production week DD: Production day of the month UU: Exclusive number</p>