



SERVICE REQUEST FORM

We strive to provide great service here at Hi-Lux. Please take a moment to fill in the form below before you send your product/s to us. Include one form per product that you are sending in for Warranty Service. In order to serve you most efficiently, please fill out the form online and print or write as neatly as possible. **The DiamondTuff Guarantee does not cover loss, theft, deliberate damage, or normal wear and tear.**

Shipping Instructions:

Binoculars and spotting scopes: Please leave all lens covers on the optic and remove all other accessories including straps. Using the case for extra padding during shipment is acceptable. Riflescopes: Please remove all accessories, including rings. Lens covers can be left on to protect lenses during shipment. Please package your product securely inside a corrugated cardboard shipping carton.

Send to: Hi-Lux, Inc.
3135 Kashiwa Street
Torrance, CA 90505

Warranty Service Specifics:

- If the optic is covered under warranty, we will repair or replace your optic at no cost.
- Please include a check, cashier's check, money order, or cash in the amount of **\$21 USD** for return shipping and insurance.
- Turnaround times will vary, but we do our best to return your optic as quickly as possible.
- Product repair or replacement decisions are made solely at the discretion of Hi-Lux technicians. If an item cannot be repaired and is no longer available, a product of similar value and/or specifications will be substituted.

If you have any questions, please contact Hi-Lux Customer Support at **(888) 445-8912**, or email us at techsupport@hi-luxoptics.com.

Customer Name: _____ **Date:** _____
(First and Last)

Business Name: _____
(Required for delivery to a business address; not required for delivery to a home address.)

Shipping Address: _____

City State Zip/Postal Code

Daytime Phone: _____ **E-mail:** _____

Product Name / Model: _____ **Serial #:** _____
(Located on bottom of product, if available)

Firearm Used: _____ **Rings/ Mount Used:** _____
(If applicable to using this Hi-Lux product, include caliber.) (Modern Scopes Only)

In order to provide the best service, please describe with specific details the issues needing attention: