

Customer Information

TO OUR CUSTOMERS

Our literature describes many exclusive products designed for creative and efficient still and motion picture photography. Many of these items are available only through Century Precision Optics or our authorized dealers. Please read the following information prior to placing an order or sending equipment for service.

LENS REPAIR

Century maintains one of the most specialized lens repair departments in the world. Since 1948 we have repaired every known type of camera and TV lens. We have been repairing zoom lenses since their commercial introduction in 1950, including Angenieux, Rank Taylor Hobson, Canon, Zeiss, Schneider, Berthoit Pan Cinor, Fujinon, Tamron and many others. We air ship daily. Foreign customers should be aware that all lenses sent to us from outside the United States require entry and export. These import and export fees may add \$100 or more to the cost of the services performed. Return shipping charges are required in addition to these import and export fees.

ESTIMATES

We do not charge for estimates. We will quote "ballpark" figures over the telephone, but no accurate estimate can be given without examining your lens. Please ship your lens to us carefully packed and insured for full value. Send a note describing the problem and a short film sample, if available. Specify whether a written or verbal estimate is required, whom to contact and a phone number where that individual can be reached or a message left during working hours (Monday through Friday, 8:00-5:00).

CUSTOM WORK

Custom work normally requires a 50% deposit prior to commencement of work with the balance on completion.

SENDING YOUR CAMERA

Certain types of work require that we have your camera in our shop. Be sure to ship the camera carefully packed and insured for full value. Allow ample time for delivery. To minimize downtime, you may have the work scheduled ahead of time. This will result in our requiring the camera for the shortest possible time. Good workmanship and proper inspection require time; be sure to inquire in advance if you are on a tight schedule.

TRADE-INS

Certain types of lenses and camera equipment are acceptable for trade-in. Even broken and obsolete lenses may have spare parts value. No firm estimate of value can be made prior to the examination of the equipment.

RENTALS

Long-term rental on items not available through the rental departments of our dealers is available. Please contact us if you require further information.

QUOTATIONS

Century is always pleased to submit bids on our products as well as other professional equipment. We welcome your requests for quotation.

USED EQUIPMENT

Century generally has on hand a wide variety of reconditioned lenses and other equipment. Please contact us with your specific requirements.

PAYMENT

Established firms who can satisfy certain requirements may apply for open account status. Contact our accounting department for further information. All other orders must be either prepaid or shipped COD. Prepaid orders will be shipped FOB destination (we pay shipping) via UPS or Post Office within the United States. COD orders are FOB North Hollywood

(you pay shipping). We accept MasterCard and Visa. Please note that personal checks delay shipment for ten days while they clear. Payment by cashier's check or money order will expedite the shipment of your order.

FOREIGN ORDERS

Foreign orders must be prepaid in full by bank check or money order in U.S. funds prior to shipment. We will forward a proforma invoice upon receipt of your order showing the exact cost of the goods as well as all shipping, insurance and export fees. In the case of rush orders, this can be done by fax.

SHIPPING CHARGES

Except as noted above, all items are FOB North Hollywood. Shipping charges will either be added to the invoice or to the COD charges.

WARRANTY INFORMATION

Century warrants all repairs for ninety days and all products for one year.

NOTICE: Customers are urged to *carefully check* and *film test* equipment upon receipt to insure it has arrived in perfect operating condition. This should *always* be done *prior* to using equipment for actual production use.

Century's only obligation, whether arising out of negligence or otherwise, shall be at Century's option to repair, adjust or replace its product or repair service proven to be defective, whether such defect is obvious or concealed. In the case of repair the warranty is limited to the work actually performed and parts replaced at that time. Century shall in no event be liable for any injury, loss or damage, direct or consequential, arising out of the use of or the inability to use the product. Before using, user shall determine the suitability of the product for his intended use, and user assumes all risk and liability whatsoever in connection therewith.

Century precision optics
A TINSLEY COMPANY

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