

Shipping Instructions

Shipping Coordinator: Claudia Eichas
Email: Claudia@rochestercassette.com

Cassettes repairs to RCSS:

- Please pack boxes to weigh less than 50lbs. each.
- If shipping a pallet, please shrink-wrap and label the pallet.
- Please do not send items that are contaminated with bodily fluid. The shipment will be discarded or refused.
- Please include a completed [Repair Order Form](#) (link attached here).
- The customer is responsible for insuring shipment at full replacement value.
- **Ship To: Rochester Cassette Sales and Service, 50 Old Hojack Lane, Hilton, NY 14468**
- Upon receipt of cassettes we will evaluate them and contact you with a quote for repair. No repair will be performed without prior approval.

Surplus purchases:

- If shipping surplus cassettes that RCSS is purchasing, please mark all boxes “ATTN: Buy Back Program”.

ID Cameras to RCSS:

- ID Cameras are very fragile. Please contact our Shipping Department for special camera size boxes and packing material to ensure safe transport at no additional charge.

Returns:

- An RMA number and RMA form (which we will complete and forward) is required. Please contact our Shipping Department for number assignment and form

To track your package:

- Call Claudia in our Shipping Department for the status of your shipment.
- If you prefer to track your package yourself, check your invoice for the tracking number and visit [UPS.com](https://www.ups.com) (provide link).

At Rochester Cassette we take every precaution when packaging and shipping your product to ensure that your product arrives safely at your facility. Our preferred shipping partner is UPS which picks up daily from our facility at 4:30pm. However, we regularly review shipping costs to ensure that we are utilizing the most cost effective shipping options.

Shipping costs are the responsibility of the customer unless special arrangements have been made in advance.