

## CHECKLIST FOR REPAIR RETURNS

**PREFERRED - Ship to OS** (UPS, FEDEX, etc.):  
Use street address ONLY, not PO BOX

O.S. Systems, Inc.  
33550 SE Santosh St.  
Scappoose OR 97056

**Mail to OS** (letters & boxes) (USPS):  
Use PO BOX ONLY, not street address

O.S. Systems, Inc.  
PO BOX 1088  
Scappoose OR 97056

### **Drysuit care:**

Brass tooth zipper = leave it unzipped  
Polyurethane tooth zipper = leave zipper closed  
Do not cram drysuit into too small a box, which can break the zipper  
Sticky seals (latex melt) - remove or cover w/plastic wrap/tape  
Drysuit must be clean or OS will clean and charge (\$50.00)  
Please do not send a bag or other items that can get lost.

**IMPORTANT NOTE:** If latex melt touches your drysuit fabric, the contamination is permanent. OS Systems cannot remove the latex melt residue from the drysuit fabric. OS Systems will then not be able to do any repairs on your drysuit.

### **Include a Letter of Instructions:**

Business/Customer name, daytime contact phone number, e-mail address, and return address. UPS is preferred for the continental US. Mail is preferred for Hawaii, Alaska & Canada.

Describe what you want done. OS will inspect and contact you with recommendations/costs.

Please note that we do not leak test a drysuit unless you request it.

### **Credit Card (VISA or MasterCard):**

Credit card details only over the phone please. Our e-mail is not secure.

Credit Card info – cardholder name, card number, expiration date, billing address, CVV code.

**Repair turnaround time** – Generally 7-10 working days from receipt of drysuit, customer confirmation of instructions, and payment details.