

**O.S. SYSTEMS, INCORPORATED**  
**(503) 543-3126**  
[www.ossystems.com](http://www.ossystems.com) / [info@ossystems.com](mailto:info@ossystems.com)

**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 97056-3608

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

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

**NOTE: If you have trouble with your Post Office about mailing boxes, use this address:**

O.S. Systems, Inc.  
33550 SE Santosh St.  
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 may refuse to do any work, 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.

Include the drysuit serial number, colors and size.

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

**Please note:** 1) OS Systems only works on drysuits/products made by OS Systems; and 2) 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.