



## Hello and thank you for getting in touch with us!

Attached at the bottom of this email is a copy of the [US and Canada Repair Form](#). Please print it, fill it out, and include it with the device along with a copy of your original proof of purchase (if you still have it). The address to send the machine is on the form. Be sure to include note about the machine's previous repair, if any.

### **Below you will find Q & A style instructions for sending your device back to the US Repair Center:**

#### **Q: How do I ship the device if I have the original box:**

A: First clean the device before sending it in for repair, then ship the device with its original box, and be sure and get the package insured as we are not responsible for lost mail.

#### **Q: How do I ship the device if I do NOT have the original box:**

A: First wipe down and sanitize the device, bag and wrap the device in a zip lock bag with bubble wrap or similar protection around the bag, box up the machine, and ship the bagged device in a sturdy box filled with bubble wrap or similar void fill, and be sure and get the machine insured as we are not responsible for lost mail.

#### **Q: Is there an estimated turnaround time?**

A: Currently 3-4 weeks from receipt of the device to repair to boxing for return shipping. We ship UPS Ground so it can take 7-10 Business Days for the machine to arrive after it has been given to UPS.

\*Please note that turnaround time can vary greatly if the device is out of warranty and we have to wait to see if the customer wants to pay the repair fee or not – some people do not respond to email or text so it can take much longer to make the repair.

#### **Q: Who pays for shipping and insurance?**

A: You, the customer, will pay to insure and ship the device to the US Repair Center. Once the device is repaired and ready to be returned, Cheyenne will pay the return insurance and shipping. \*\*If you are in Canada or Abroad be aware that there are duties and fees you may have to pay the shipper. To avoid paying customs duties on foreignmade merchandise sent abroad for repairs, the items should be registered with your country's Customs and Border Protection (CBP) before mailing. \*\*\* Please be aware that if a package is undeliverable or is not claimed and is sent back to the repair center, the receiver will be responsible for future shipping fees.

Upon receiving the device, we will inspect it, check the warranty, and send you a confirmation email which will keep you up to date on the progress. Be sure to check your email regularly for communication. If you prefer to receive texts, please specify this on the attached repair form.

#### **\*Please note the warranty will be null and void, and you will be responsible for cost of repair if any device shows evidence that it has been disassembled and/or there is evidence of improper maintenance. To avoid this, please:**

Do NOT take the device apart

DO NOT oil the machine

DO NOT drop the machine

DO clean the device regularly using the proper cleaning solutions and techniques

DO use [Cheyenne Cartridges](#) as they have the patented safety membrane to prevent fluids getting into the machine

Please let us know if you have any other questions or need other assistance.