



## **Infrared Conversion Order Instructions**

Dear IR Enthusiast,

Thank you for your interest in our Infrared Conversion services. The easiest way to place an order for an IR Conversion is to follow the instructions found on our web page at [www.spencerscamera.com](http://www.spencerscamera.com). Simply click on the "Add to Cart" button within the pricing table for the model of camera you want converted and you will be directed to the PayPal shopping cart page. If you are ordering the standard conversion filter (R72/89B - 720nm) proceed to checkout and your transaction is completed. If you desire one of the specialty filters instead of the standard 720nm filter, you may choose the "Continue Shopping" link from the shopping cart page and you will be redirected to this page where you can click on the "Add to Cart" button below the filter option of your choice.

After you have finished checking out and completed payment for your order you will receive an order confirmation email specifying the order details and shipping instructions. The order confirmation email will follow upon verification of the order information. Please feel free to email any questions or comments prior to ordering any of these services.

If you do not wish to order your conversion using our web page here are a few other options. You may email your order specifications (i.e. Camera model, IR filter selection, etc...) including your Credit Card information to place the order. Or you may ship your camera directly, including a money order or other certified funds in the package, to the shipping address listed below. Please contact us prior to shipping your camera for clarification of which conversion you are ordering and the total cost of your specific conversion order. Please ask any questions you may have concerning your order prior to shipping your camera. We are happy to assist in any way possible.

### **Shipping Instructions:**

Please ship your camera, lens and fully charged battery to the following address:

**Spencer's Camera & Photo**  
**Attn: IR Conversions**  
**696 Grove Drive**  
**Alpine, UT 84004**

**696 Grove Drive, Alpine, UT 84004 ~電~ Office: (801)367-7569 Fax: (801)406-0063**

Please provide your contact information in the box with your equipment, including name, address, make and model of camera including serial number, and any special instructions as desired. Please provide a lens and a fully charged battery with your camera. We perform all calibrations with original authorized lenses but will test using your lens as well. Upon receipt of your equipment you will be notified via email that we have your equipment in our possession. Also, upon shipment please email a tracking number to us if available.

### **Conversion Timeline:**

Upon receipt of your camera and clearing of funds from PayPal, the conversion and calibration will normally be performed within 10 business days. If you have ordered our Rush Service your conversion will be performed within 48 hours and shipped via standard overnight delivery. If there are any delays you will be notified via email of the delay and informed of the estimated time of completion. You will also be notified via email when the conversion has been completed.

### **Return Shipping:**

All equipment will be returned to the PayPal verified shipping address via FedEx. A tracking number will be provided via email upon shipment. Please inform us in writing if you would like your equipment shipped to a different location. Only physical addresses are acceptable and no shipping outside of the United States unless previously approved by Spencer's Camera. If the shipping address is not PayPal verified you will need to specify via email that you will accept all responsibility for shipping problems.

Thank you again for your interest and please contact us with any questions or concerns you may have.

Thank you,

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