

# **Spider Support Systems Repair Form**

For repairs and parts to Spider Pod, Scorpion Pod, and Expansion Webs, please fill out this form and submit via email. Please include a copy with the units being returned for repair. Be sure to include credit card information and signature on the paper copy of the form being sent for repair.

Please note – There is a \$100 minimum charge for any units sent in for repair and/or evaluation that are out of warranty. For warranty service, please send a copy of the original purchase invoice. Warranty status of the product is determined upon initial evaluation of the unit by Service Center. WHEN the product IS NOT covered under Spider Support Systems manufacturer warranty, an estimate will be submitted for your approval before repairs begin. The minimum cost to estimate each unit is \$100.00 + S/H, which will be applied toward the cost of repair should you decide to accept the estimate. The minimum estimate fee for out of warranty repair applies also when repair/estimate is refused. Credit cards are accepted. Sending the equipment to the service center signifies the customer’s acknowledgement and acceptance of the service terms and the financial responsibility for any applicable out of warranty repair or diagnostic charges. Please estimate 2 weeks for repair service on most units based on parts availability.

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email address: \_\_\_\_\_

## **Spider Pod Standing Platform Repair**

Model number (SP 1 or SP 2): \_\_\_\_\_ Serial number: \_\_\_\_\_

- |   |       |
|---|-------|
| <input type="checkbox"/> Replace Four Leg Braces (2 RH and 2 LH)  | \$200 |
| <input type="checkbox"/> Replace Center Core of Standing Platform | \$475 |
| <input type="checkbox"/> Replace one “H” leg                      | \$215 |
| <input type="checkbox"/> Other (Please describe) _____            |       |

**Tripod Riser Repair**

Model number (TR1 or TR2): \_\_\_\_\_ Serial number: \_\_\_\_\_

- Tightening adapter holding top horizontal leg to center column \$125
- Replace Snap Strap \$45
- Replace Latches for holding Standing Platform to Tripod Riser \$75
- Other (Please describe) \_\_\_\_\_

**Scorpion Pod**

Model number: SCOR1: \_\_\_\_\_ Serial number: \_\_\_\_\_

- Other (Please describe) \_\_\_\_\_
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**Expansion Web**

- Other (Please describe) \_\_\_\_\_

**Parts Only - No repair service**

- Spider Pod or Scorpion Pod Leg Braces (RH - Right Hand) \$30
- Spider Pod or Scorpion Pod Leg Brace (LH - Left Hand) \$30
- Spider Pod Link Lock Latches (includes one latch and one keeper) \$30
- Spider Pod knurled knob for center column \$185
- Tripod Riser Adjustable Leg Extension \$125
- Tripod Riser Adjustable Leg Knob \$15
- Other (Please describe) \_\_\_\_\_

**Repair Parts Total\***

\*Return shipping costs not included. Will be added to final charge.

- If repairs described in "Other" or additional repairs are recommended and the additional cost will not exceed \$200 please check here if you wish us to proceed immediately with the repairs. If the additional repairs cost more than \$200 or you do not check this box, you will be contacted with a cost for the additional repairs.

**Payment Information**

Credit Card: MC/VISA Only

Name on Card: \_\_\_\_\_

Billing address of card: \_\_\_\_\_

Billing address City, State, Zip: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CVV Code: \_\_\_\_\_

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Signature (Please include on print out copy being returned with product)

The minimum cost to estimate each unit is \$100.00 + S/H, which will be applied toward the cost of repair should you decide to accept the estimate. By signing here you agree to the charges as listed above, any additional charges for repairs that have been authorized, and return shipping costs.

**For Repairs** - Please carefully pack your item and send it to:

Spider Support Systems/RBM Machine  
Attn: Spider Repairs  
44964 Underwood Lane, Suite A  
Sterling, VA 20166

**For Parts Only** – Please scan this form to and email to: [service@spidersupport.com](mailto:service@spidersupport.com)

For repair status updates, please email [service@spidersupport.com](mailto:service@spidersupport.com) or call 703-758-0699