

Coronado Technology Group precision optical systems

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SHIPPING POLICY

The heart of every Coronado filter is an air spaced Fabry-Perot etalon. This is an exceptionally precise and fragile optic. The two etalon plates are optically contacted....no cement, wire, housing etc. holds them together. This is an essential element of the design. Over the past 6 years we have shipped thousands of these instruments and experience in shipping procedures has been our teacher. We contracted with a firm specialising in package design to develop the optimum way of shipping such delicate instruments. Essentially we "suspend" the etalon to minimise direct shock. It is our experience that the least amount of in-transit handling minimises the possibility of the etalon becoming decontacted during shipping and for this reason we insist on second day air as the only viable option. For customers outside of the USA we select the most expedient method of courier shipping.

Apart from decontacting, the instrument and optics are relatively sturdy. We've had only two instances of optics being cracked or shattered in transit. Our decontacting rate runs around 1% of overall shipments and investigation of shipping methods surrounding a decontacted etalon invariably point to ground shipping. For this reason we insist that all returns for warranty work or matching be by second day air and we also insist that you return in original packaging. By this we mean the foam supports for the inside of the box and the factory supplied shipping case. For the PST this means the original foam dye cut housing for the PST. For the record, Styrofoam peanuts are useless for cushioning shock.

Effective this date we ask that you make clear to customers that if they decline second day air shipping and their etalon is decontacted in the ground shipping process, this will not be covered by warranty.

Although the box may not show any outward sign of damage, urge your customer to open upon receipt and examine the instrument for obvious signs of physical damage. A decontacted etalon is not discernable by physical evaluation, it is only apparent when you observe the Sun. Should you or your customer, have any questions about performance, contact our customer service department. They will advise you.