

INSTRUCTIONS FOR RETURNS SHIPMENTS, ALTERATIONS & REPAIRS

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Dear Shooter or Dealer,

Enclosed are our instructions for repairs and alterations as PDF. Pls, study and make any questions needed.

First send us Repair Form filled and email photos of problem with arms in shooting position. We need to know what should be altered, in what direction and how many cm.

Photos of 3-p and standing jackets: arms in standing position. Photos of prone jackets: arms much higher, over shoulder height, or photos in prone position. 3-p and standing jackets all buttons in place and closed. Prone jackets 1-3 buttons mounted and closed as most top shooters do.

Newer send away any product before we tell you that we have understood what to do, pls! If we have not understood we have to send back the jacket/pants to get the necessary information.

Best Regards,
Kurt Thune

1. Made to measure and special made orders are excluded from exchange.
2. All returns and repairs *require our written acceptance in advance*, stating the way of transportation to be used.
3. All returns must be sent with *all transport costs prepaid and properly packed in a suitable size box. A shooting jacket needs an 80cm long box.*
4. What to do when there is a problem with a shooting jacket or a pair of shooting pants from OY TEEMA LINE LTD:
 - 4.1 Jackets and Pants Made to Measures
 - 4.1.1 Make the shooter go through `Instructions for Jackets and Pants` (which are supplied with every jacket and pair of pants we deliver) or better do it yourself with the shooter. No guarantee from OY TEEMA LINE LTD is valid if the 'Instructions for Jackets and Pants' not is given to the shooter. It is usual that a shooter:
 - 4.1.2 Not knows how to start using a stiff jacket or a pair of pants.
 - 4.1.3 Incorrectly tries on jacket or pants without shooting underwear or jacket without shooting pants under.
 - 4.1.4 Not knows how to mount the buttons in a jacket. Always mount the buttons and try on the jacket in the shooting position(s)! If necessary, move the buttons a few times to find a suitable place. A jacket without mounted buttons is not accepted by OY TEEMA LINE LTD in return, as it has not been tested properly!
 - 4.1.5 Feels that the jacket or pants 'does not fit' because the shooter is not used to stiff equipment. In most cases, 4.1.1 – 4.1.4 above will solve the problem. But it is usual that it take several training sessions before the shooter gets used to the new equipment and the stiff canvas take shape after the body.
 - 4.2 Jackets and Pants in Standard sizes:

The paragraphs in 4.1 can be applied to standard sizes, too. However, in most cases the fitting can not be expected to be as good as with made to measures, but with going trough 4.1 many shooters will find a standard size which fits well.
 5. To speed up the identification and handling of return shipments & repairs we have installed new computer software. Every return shipment is identified by a Return Shipment Number which you receive from our office **before** any product is sent back. Pls, notice that a return shipment can be handled by Oy Teema Line Ltd. only with:

RETURN SHIPMENT NUMBER.

See the forms: COST EVALUATION/REPAIR INSTRUCTION JACKET # 181.3 and COST EVALUATION/REPAIR INSTRUCTION PANTS # 182.3.
 6. Return shipments and repairs are *only* accepted according to 1 – 5 above. Other return shipments are not accepted.

COST EVALUATION / REPAIR ORDER JACKET 181.3

DEALER DATE: ____/____/200__

1. INSTRUCTIONS for DEALERS

OY TEEMA LINE LTD. KUTOMONKUJA 2E1, FI-30100 FORSSA, FINLAND
TEL/FAX: +358-3-424 62 700/422 55 48 email: info@thune.fi

TL DATE: ____/____/200__

A. PLEASE, NOTICE: DEALER MUST ALWAYS FILL IN **ALL CURSIVE TEXT AREAS**.
B. NO REPAIRS/RETURNS ACCEPTED WITHOUT **RETURN SHIPMENT NUMBER** FROM Oy TL Ltd
C. IF INFORMATION UNCLEAR/INCOMPLETE REPAIR IS ON RESPONSIBILITY OF DEALER, ONLY.

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TL RETURN SHIPMENT NUMBER, ONLY, PLS!

2. PRODUCT/SHOOTER/DEALER IDENTIFICATION

SHOOTERS NAME (BLOCK LETTERS, PLEASE!):	SHOOTER'S	WHEN ORDERING	NOW
DEALERS NAME (BLOCK LETTERS, PLEASE!):	WEIGHT: _____ kg	kg	kg
SHOOTERS AGE IF UNDER 20 YEARS _____	HEIGHT: _____ cm	cm	cm

JACKET REPAIR PANTS REPAIR, TOO



JACKET PROD. NO / PANTS PROD. NO

JACKET MODEL

3. PAYMENT IDENTIFICATION

I WANT REPAIR COST EVALUATION →

REPAIR TO BE PAID BY DEALER →

GUARANTEE REPAIR, (Max 1 year old) →

TL LTD. REPAIR COST EVALUATION

WORK: ____ h a' _____ EUR + MATERIAL: _____ EUR. TOTAL: _____ EURO

WHY GUARANTEE? _____

4. PREVIOUS REPAIR(S) IDENTIFICATION

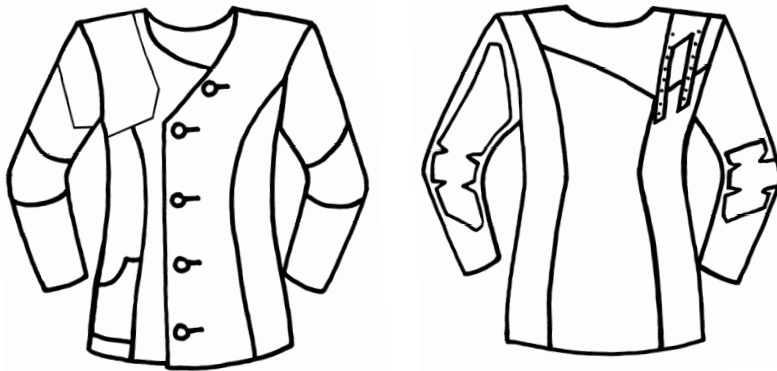
REPAIRED BEFORE: NO or YES → BY TL LTD, DATE: ____/____/____, or ELSEWHERE, DATE: ____/____/____, →

HOW REPAIRED? PLS, EXPLAIN ON SEPARATE FORM!

5. REPAIR INSTRUCTION & PHOTOS OF PROBLEM

SHOOTING UNDERWEAR & ARMS IN SHOOTING POSITION, PLS!

PHOTO(S) ARE NORMALLY NEEDED! ENCLOSED: NO or PHOTO(S) NO/DATE/PLACE:



PROBLEM NOW:

MARK THE NEEDED REPAIR IN FIG. IN cm AND EXPLAIN BELOW.

MEASURES

OLD / NEW

DIFF.

JACKET NOW

REPAIR NEEDED

1. around chest, maximum					
2. around waist					
3. around hips at maximum point					
4. around shoulder at Q-point					
5. around upper arm, maximum					
6. around arm below elbow, maximum					
7. from neck to Q-point					
8. from neck over Q-point to back of elbow point					
9. neck/Q-point/back of elbow point to end of fist					
10. from neck to waist					
11. total length from neck to end of fists with <u>arms straight</u>					
12. width between Q-points					
13. width of back					
14. middle of back/elbow point in standing pos.					

6. PAYMENT CALCULATION (For TL LTD. Production Manager, only)

CHARGE WORK: ____ h x ____ = ____

MATERIAL: _____ TOTAL: _____

REASON(S) FOR REPAIR:

WORK & MTRL

SIGN

TIME

h min

OPENING

_____ - _____ = _____

CUTTING

_____ - _____ = _____

SEWING

_____ - _____ = _____

FINISH/CONTR.

_____ - _____ = _____

MTRL 1 _____ x _____

TOT MIN: _____ h

MTRL 2 _____ x _____

TOT MTRL: _____ EUR

7. SHIPPING INSTRUCTIONS

KORJ UUSINTA UUSI TILAUS NB:

MAIL -AIR -ECONOMY GLS UPS OTHER:

ADDRESS IF NOT DEALERS OFFICE:

STREET: _____
ZIP/CITY: _____
COUNTRY: _____
PHONE/FAX /WORK/HOME/HANDY/EMAIL: _____

COST EVALUATION / REPAIR ORDER PANTS # 183.3

DEALER DATE: ____/____/200__

TL DATE: ____/____/200__

1. INSTRUCTIONS for DEALERS

OY TEEMA LINE LTD. KUTOMONKUJA 2E1, FI-30100 FORSSA, FINLAND.
TEL/FAX: +358-3-424 62 700/422 55 48, email: info@thune.fi

- A. PLEASE, NOTICE: DEALER MUST ALWAYS FILL IN **ALL CURSIVE TEXT** AREAS. @25.10.2007
 B. NO REPAIRS/RETURNS ACCEPTED WITHOUT **RETURN SHIPMENT NUMBER** FROM Oy TL Ltd.
 C. IF INFORMATION UNCLEAR/INCOMPLETE REPAIR IS ON RESPONSIBILITY OF DEALER, ONLY.



TL RETURN SHIPMENT NUMBER, ONLY, PLS!

2. PRODUCT/SHOOTER/DEALER IDENTIFICATION

SHOOTERS NAME (BLOCK LETTERS, PLEASE!):	SHOOTER'S	WHEN ORDERING	NOW
DEALERS NAME (BLOCK LETTERS, PLEASE!):	WEIGHT:	kg	kg
SHOOTERS AGE IF UNDER 20 YEARS: _____	HEIGHT:	cm	cm

PANTS REPAIR JACKET REPAIR, TOO

PANTS A PROD. NO / JACKET PROD.

PANTS MODEL

3. PAYMENT IDENTIFICATION

- I WANT REPAIR COST EVALUATION ➔
 REPAIR TO BE PAID BY DEALER
 GUARANTEE REPAIR, (Max 1 year old) ➔

TL LTD. REPAIR COST EVALUATION

WORK: ____ h a' EUR + MATERIAL: ____ EUR. TOTAL: ____ EURO

WHY GUARANTEE? _____

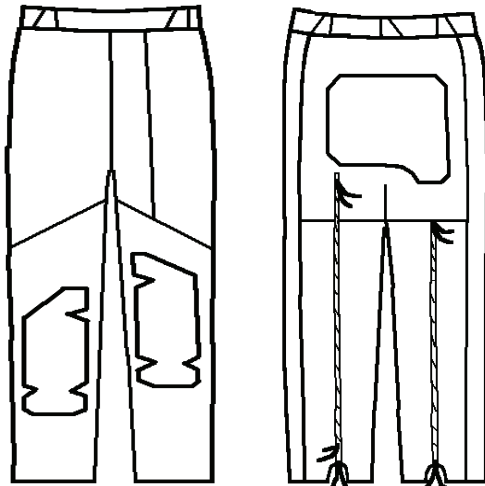
4. PREVIOUS REPAIR(S) IDENTIFICATION

REPAIRED BEFORE: NO or YES ➔ BY TL LTD, DATE: ____/____/____, or ELSEWHERE, DATE: ____/____/____ ➔

HOW REPAIRED?
PLS, EXPLAIN ON SEPARATE FORM!

5. REPAIR INSTRUCTIONS & PHOTOS OF PROBLEM WITH SHOOTING UNDERWEAR

PHOTO(S) ARE NORMALLY NEEDED! ENCLOSED: NO or PHOTO(S) NO/DATE/PLACE:



PROBLEM NOW:

MARK THE NEEDED REPAIR IN FIG. IN cm AND EXPLAIN	MEASURES		DIFF.	PANTS NOW	REPAIR NEEDED
	OLD / NEW				
A. around waist					
B. circumference 10 cm under waist-line					
C. around hips, maximum					
D. around thigh, maximum					
E. from seat to waist-line					
F. inseam to floor with boots on					
G. from waist to floor, with boots on					

REPAIR INSTRUCTION WAISTBAND

I WILL USE A SEPARATE BELT

YES: (waistband 2.5 mm)

NO: (waistband 3.5 mm)

6. PAYMENT CALCULATION (For TL LTD. Production Manager,

CHARGE WORK: ____ h x ____ = ____
 MATERIAL: ____ TOTAL: ____
 REASON(S) FOR REPAIR:

WORK & MTRL

	SIGN	TIME	h	min
OPENING	_____	_____ - _____ = _____		
CUTTING	_____	_____ - _____ = _____		
SEWING	_____	_____ - _____ = _____		
FINISH/CONTR.	_____	_____ - _____ = _____		
MTRL 1 _____ x _____		TOT MIN: _____ h		
MTRL 2 _____ x _____		TOT MTRL: _____ EUR		

7. SHIPPING INSTRUCTIONS

KORJ UUSINTA UUSI TILAUS NB:

MAIL -AIR -ECONOMY GLS UPS OTHER:

ADDRESS IF NOT DEALERS OFFICE:

STREET: _____
 ZIP/CITY: _____
 COUNTRY: _____
 PHONE/FAX/WORK/HOME/HANDY/EMAIL: _____