

Guidelines for Return of Rental Equipment or for Provision of Material and Equipment from Countries outside the European Union

- These guidelines do not claim to be complete. Please follow the process described below to ensure a smooth and swift processing of your order.
- We recommend to contact your shipping department or your broker prior to return shipments from non-EU countries. PreSens will not cover any accruing taxes or duties on export or re-import of repaired or replaced goods.
- Please inform your PreSens contact person in advance about the return shipment: *type of article, serial number, quantity, reason for return*
- Please fill in the [Health & Safety Certificate](#) and send a copy via fax (+49 941 972 72 111) or e-mail to your PreSens contact person or info@presens.de.
- Please return the items in their original packaging to ensure a safe transport.
- Please address the parcel to:

*PreSens Precision Sensing GmbH
Frau Christina Galliet-Römisch
Am BioPark 11
93053 Regensburg
Germany*

- Please add the following note on the outside of the parcel, next to the address:

Rückware, vor Importabfertigung kontaktieren:

PreSens Precision Sensing GmbH

Frau Christina Galliet-Römisch

Tel.: +49 941 9 42 72-1 48

Fax: +49 941 9 42 72-1 11

Email: christina.galliet@presens.de

- Please use FedEx, TNT, DHL Express or UPS as forwarder since they provide customs service.
We ask you not to send with regular mail. We can not handle these parcels. According to the rule of customs, such parcels are sent back to the sender, but can also be retired by the customs office and, in the worst case, destroyed.
- The following documents are required for customs:

Packing list (1 copy):

List of all items of the delivery

Pro Forma Invoice (3 copies):

List of all items of the delivery with original pricing and additional information relevant for export (tariff codes, article description, country of origin).

The information can be found on the original invoice. Alternatively, please get in touch with your contact person at PreSens.

Please note that within the HS convention only the first 6 digits of the tariff codes are internationally unified. Please check which tariff code applies to your country. Information can be found on the respective homepage of customs.

- Return shipment for maintenance or repair:
For customs reasons and to avoid taxes and duties, it is important to explicitly specify in your FedEx, TNT, DHL Express or UPS export announcement that the items are sent back to the manufacturer for maintenance or repair and the same or an equivalent item will be shipped back by the manufacturer.