

## Return Goods Policy and Guidelines from Non-European Countries

- These Guidelines do not claim to be complete. Please follow the process described below to ensure a smooth and expeditious processing of your delivery.
- 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 the Health & Safety Certificate in the attachment and send a copy via fax (+49 941 972 72 111) or e-mail to your PreSens contact person or [info@presens.de](mailto: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  
Fr. 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  
Fr. Christina Galliet-Römisch  
Tel. +49 941 942 72 148  
Fax +49 941 942 72 111  
Email [christina.galliet@presens.de](mailto:christina.galliet@presens.de)*

- Please use FedEx, TNT, DHL Express or UPS as forwarder since they provide customs service.
- 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 PreSens contact person.

**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.