

Procedures for returning goods internationally into Canada for repair

If it has been determined that the product will need to be repaired at our facilities you will be contacted by our customer service department and given an RMA# (Return Material Authorization number). Please reference this number on all documentation.

The following documentation is required for customs clearance of products **into Canada from international countries other than the U.S.A**. Please prepare a commercial invoice or statement on your company letterhead that includes the following information:

- RMA# provided by our customer service department
- Description of goods being returned
- State that “**Canadian Goods** are being returned to manufacturer for repair”
- The country of origin is Canada, province is Ontario
- The HS Tariff number is 9015.80
- The value of goods in \$USD
- Box size
- Box weight

Goods should be shipped to:

Sensors & Software Inc.
1040 Stacey Court
Mississauga, ON L4W 2X8
Canada
Attn: Customer Service Department
Tel: 905-624-8909
**C/O Hellman International
Imports Division
Tel: 905-564-6620**

On receipt of the product, the goods will be evaluated and an estimate will be prepared outlining the cost to repair. You will be faxed or emailed this estimate. Please sign, date and fax the estimate form back to us at 905-624-9365 as your approval to proceed with the repair.

Once you have shipped the goods it is extremely important that we are informed of the courier company used and the Airway bill or tracking number that the goods are traveling on so that we can get the goods to our premises with a minimum of delay.

A minimum charge of \$260.00 USD will apply in all cases where the product has failed outside the 1-year warranty period. This minimum charge covers labour spent in setup and diagnostic testing to evaluate the equipment performance and identify any problems requiring service. Time not spent in the estimating stage will be applied towards the actual repair.

Shipping charges to and from Sensors & Software Inc. are the responsibility of the customer. Shipments sent to Sensors & Software Inc. on a collect basis will be invoiced back to the customer with a 25 % surcharge assigned to the freight charges.

It is the responsibility of the customer to insure that all goods being returned for repair be shipped with the proper packaging to avoid damage. Sensors & Software Inc. will inform the customer immediately upon receipt of goods if there is any damage due to shipping. Charges for any shipping damage repair will be to the customer's account.