



RETURNS COVER SHEET

RMA Number
Contact Name
Department
Company
Telephone Number
Fax Number
E-Mail Address

Delivery Address	Invoice Address
FAO:	FAO:

Tel
Fax
E-Mail

Tel
Fax
E-Mail

Your Order Number
Your Order Date
Your VAT Number*

Agent's Order Number
Agent Name
Tick here if you've purchased a Service Contract

*Only required for companies and organisations within the EU

Item #	Description	Serial Number
--------	-------------	---------------

Continue on separate sheet if required...

Please note below the reasons for the return of the instrument (ie, fault symptoms, upgrades required, calibration required, extra accessories), along with any other details which may be useful. If you have a Warranty Number then include it here. Continue on a separate sheet if required.

Please indicate if you have a preferred return method, along with the account number we should use:

Please sign and date to confirm that the information entered above is correct; that you have received authorisation from PPM Technology Ltd. to return the equipment detailed above and that you have read and agreed to the Terms and Conditions of returning equipment to PPM Technology Ltd. as outlined on Page 2. Failure to follow these Terms and Conditions may incur extra costs and delay the processing of the equipment.

Signed _____ Date _____

www.ppm-technology.com



TERMS FOR RETURNING EQUIPMENT FOR SERVICING & REPAIR

Returned goods accompanied with incomplete or incorrect *Cover Sheets* will not be dealt with until all the relevant information is available. Please ensure that all the required information is completed. If you are returning your instrument via an agent or distributor or are being invoiced separately by an agent or distributor for the instrument, you must include the order number or reference code used with the agent or reseller; the agent or reseller name as well as your order number with us.

PPM Technology Ltd. **no longer use the Inward Processing Relief (IPR) Scheme** when importing goods from outside the European Community for Service and/or Repair. PPM Technology Ltd. now ask that you follow the below instructions very carefully when returning goods to PPM Technology Ltd. from outside the EU.

All returned goods must be '**DDP PPM Technology Ltd.**' and comply with the new procedures as stated here. Failure to comply may slow down the processing of your repair and incur higher costs.

Delivery Duty Paid (DDP): When you return goods to PPM Technology Ltd. you accept responsibility for all the expenses, these include the cargo insurance, import customs clearance, and payment of customs duties and taxes at the United Kingdom point of entry, and the delivery of goods to the final point at PPM Technology's premises. You may opt not to insure your goods at your own risk.

1. Contact us prior to returning any goods to obtain a *Return Merchandise Authorisation (RMA) Number*. **Instruments sent without an RMA Number will not be accepted for service or repair.**
2. If you are **outside the EU** please enclose a *Commercial Invoice* with each shipment that includes the following:
 - A clear heading stating:
'Invoice for Customs Purposes Only - Goods returned to UK for Servicing and/or Repair. No Commercial Value'
 - The total value of the *Commercial Invoice* does not exceed £10.00. PPM Technology Ltd. will be unable to clear shipments exceeding this value as a **low value import**.
 - *Declare* the following:
'These goods are being returned to PPM Technology Ltd. for servicing and/or repair and have no commercial value. Please process these goods as a low value import.'
 - You must state exactly what goods are being returned including Serial Numbers etc. Each item must show the appropriate *Customs Commodity Code*:
 - » Formaldemeter, Glutaraldemeter, SAS or PPMonitor
UK Commodity Code=90271010
 - » Base Unit, AMS-2, SPC-1 or other Accessories
UK Commodity Code=90279080

An example Commercial Invoice is shown on the next sheet that you can use as a guide.

**Invoice for Customs Purpose Only – Goods Returned to U.K.
for Servicing and/or Repair. NO COMERCIAL VALUE**

SENDER

ANOTHER TRADING COMPANY,
Mrs. A. N. OTHER,
Faults Dept.,
Room 101, ATC Building,
Amble Way,
Someton. AB12 34C
GONDWANDALAND.

Tel.N° +01(2)3456789001

Fax.N° +01(2)3456789001

PACKING ONE BOX

RECEIVER

PPM TECHNOLOGY Ltd.,
Repairs Department,

Unit 34,
Cibyn Industrial Estate,
Caernarfon. LL55 2BD
WALES / UNITED KINGDOM.

Tel.N° +44(0)1286676999

Fax.N° +44(0)1286671811

Date 16 September, 2015

SHIPPED FROM GONDWANDALAND TO THE UNITED KINGDOM

Item	Description of Goods	Qty.	Unit Price (GBP)	Line Price (GBP)
1	Formaldemeter htV-m Kit Ser.N°:F12345 Commodity Code:90271010	1	£5.00	£5.00
2	PPMonitor SAS Unit Ser.N°:SAS000678 Commodity Code:90279080	1	£5.00	£5.00
Total Value in GBP — TEN POUNDS ONLY.				£10.00

REMARKS: PPM Technology R.M.A. Number XXX123456YYY

These goods are being returned to PPM Technology Ltd. for servicing and/or repair and have no commercial value. Please process these goods as a low value import.

For 'ANOTHER TRADING COMPANY'



Mrs. A. N. OTHER,
Faults Dept.,