Sending Repair Items to NRG Systems

INTERNATIONAL CUSTOMERS

1. **Contact NRG Systems to obtain an RMA number** (Return Material Authorization). Write the RMA number clearly on all shipping cartons.

2. **Send your item to NRG Systems "Delivery Duty Paid"** to NRG Systems (see address below) using a door-to-door courier service such as UPS, FedEx, or DHL. If the repair is not urgent, please send your package by Airmail. (Courier services deliver the package directly to us, customs cleared.)
   - ***NRG will not accept packages shipped Freight Collect or with Collect charges.***
     If NRG refuses the shipment, the courier service will charge your account return freight charges.
   - ***DO NOT send return items by direct or consolidated air freight service with an airline.***
     The cost for air freight may seem lower than the courier service, but air freight costs do not include customs clearance, airport handling, break bulk fees, and inland delivery to NRG Systems.

3. **Attach a Commercial Invoice** to the carton. The Commercial Invoice should include the following information:
   - Name and address of the shipper.
   - NRG Systems' complete address and telephone number as the consignee.
   - Description of the items being returned.
   - Quantity of each item being returned.
   - Value for customs / insurance (purchase price or replacement cost).
   - Number of cartons with respective weights and dimensions.
   - Please include the following statement to avoid paying US import duties:

     "These items are being returned to their U.S. manufacturer. Country of manufacture and origin is USA, HTS CODE 9801.00.1012."

4. **Pack your repair item in a sturdy packing carton.** Tag each item with a brief description of the problem.

5. **Insure your shipment** against damage or loss in transit. Be sure to check the appropriate box and enter a "Value for Carriage" (insurance) on your air waybill. The value is the purchase price of the equipment or what it would cost to replace the equipment if the shipment were lost. Keep a record of the tracking number.

Once your item arrives, we will assess the item and notify you of the repair cost. Any repair charges and freight costs, if applicable, are payable before NRG Systems will return the repaired item to you via door-to-door courier service. NRG Systems will send you a shipment advisement when the repaired item is shipped.

International Customers:
Before sending the repair item to NRG Systems, check with your local customs authorities about provisions in your country for exporting and re-importing repair items. Some countries treat repair shipments like new shipments and charge import duties and taxes again upon re-importation. Other countries have specific steps to follow or specific forms to complete which help reduce the import duties upon re-import of the item.

US CUSTOMERS

Please see items 1, 4, and 5 above. Send your item(s) to NRG Systems "Freight Prepaid and Insured."
Shipments sent freight collect will not be accepted by NRG Systems.

NRG Systems, Inc.

Attn: RMA- _____
110 Riggs Road
Hinesburg VT 05461 USA

Making Payments to NRG Systems

WIRE TRANSFER

- Please make payment in **US dollars** for full quote or invoice amount.
- Reference your company name and NRG Systems' quote or invoice number. Failure to do so will cause a delay in processing your order and payment.
- All bank charges (your charges and foreign charges) are to be paid by you. Have your bank determine any wire transfer fees and pay them separately.
- Bank information:
  Receiving Bank: TDBank, N.A., 111 Main St., Burlington, VT 05401 USA
  Beneficiary: NRG Systems, Inc., 110 Riggs Rd, Hinesburg, VT 05461 USA
  Account Number: 5240583030
  Bank ABA Number: 011600033

CREDIT CARD

- We accept credit cards for all prepaid orders.
- Credit card information must be available when order is placed.
- Card will be charged on the day of shipment (or up to 2 days before for larger orders).
- Please use this form to fax your credit card information to us at fax number (802) 482-2272.
- Please do not send credit card information electronically.

☐Discover	☐MasterCard	☐VISA	☐American Express
Card Number:		Expiration Date:	___ / ___
Billing Address:			
Name as it appears on card:			
Signature:			
☐ Please keep my credit card information on file for future orders.			

CHECK or MONEY ORDER

- Make a check or money order payable to NRG Systems, Inc.
- Payable in US Dollars.
- Send your check or money order, dated and signed to:
  NRG Systems, Inc., 110 Riggs Road, Hinesburg, VT 05461 USA

NOTE

To avoid delays in shipping, make your payment sufficiently in advance. International wire transfers may take 2-7 days to arrive in the US. Let us know when you have initiated a wire transfer to NRG Systems, so that we can follow up with our bank. Orders requiring prepayment will be scheduled for shipment upon receipt of payment on a first come, first served basis.