



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" with a courier door-to-door service such as UPS, FedEx, or DHL. If the repair is not urgent, send it by Airmail. (Courier services deliver the package directly to us, customs cleared.)

****NRG will not accept packages sent freight collect or with collect charges. If NRG refuses the shipment, the courier service will charge you 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 U.S.A. HS CODE 9801.00.1025."

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 air courier door-to-door service. NRG Systems will send you a shipping advice when the repaired item is shipped.

Tip for 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.

U.S. 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.**