



Returning Items to NRG Systems

INTERNATIONAL CUSTOMERS

Completing the Return Process

1. **Contact NRG Systems and supply all serial numbers for all items being returned 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"** (see address below) using a door-to-door courier service such as UPS, FedEx, or DHL. If sending a repair and it is not urgent, please send your package by Airmail. (Courier services deliver the package directly to us, customs cleared.)

- ***NRG Systems will not accept packages shipped Freight Collect or with Collect charges.***

If NRG Systems 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 for repair or recycling. Country of manufacture and origin is USA, HTS CODE 9801.00.1012."



4. **Pack your item in a sturdy packing carton.** For repairs, 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.

Additional Importation & Customs Information

Before sending a 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.

Special Labeling Requirements:

Please note that any package containing more than 2 Lithium batteries requires a special label on the outside of the package and special paperwork – contact NRG Systems Tech Support for assistance.

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 FACILITY ADDRESS

NRG SYSTEMS
ATTN: RMA _____
110 RIGGS ROAD
HINESBURG, VT 05461, USA



REPAIR AT THE NRG FACILITY

Once your item arrives to be repaired, 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.

NRG Systems may not be able to repair all items returned in an RMA. You will be notified if an item is not repairable.

NRG Systems reserves the right to close an RMA without returning the contents in cases where repeated attempts to contact a customer are unanswered.