



TEST-A-PACK RMA FORM

Please return your system to Carleton Technologies, Inc. / Cobham Mission Systems Division
10 Centre Drive Suite A – Receiving Dept.
Orchard Park, New York 14127 USA
Phone# +1 (716) 662-0006 Fax# +1 (716) 662-0747

Company Name:	
Ship To Address:	
Bill To Address: (please include contact info)	
Purchase Order Number:	
Part Number:	
Serial Number:	

Contact Information

Name:	
Phone Number:	
Email Address:	
UPS or FedEx Account #:	
Shipping Method (circle one):	Next Day Air; 2 nd Day Air, 3 Day Select; Ground; International
* International Customers	When shipping back to the United States please do not add the value on the shipping document of more than \$2000. (ARG) declaration is required on the Commercial Invoice and a special tariff is used to identify them as US Goods Returned 9801.00.1012 No Duty. Please include VAT# if required.
Credit Cards Accepted:	Mastercard or Visa only
Carleton Billing Info:	100% Cash In Advance or Net Terms 30 Days

***** PLEASE DO NOT SEND POWER CORDS, TUBES or FIXTURES *****

- Calibration: USD (up to 12 business days) 6-Month or 12-Month Cycle
- Special Calibration Special Cal Points _____ inH2O or PSI
- Priority Calibration: USD (1-2 business days) Call for an Appointment
- Repair: A formal quote will be provided for anything over and beyond calibration.

***For any service beyond a standard or priority calibration, a description of the problem must be provided below in this form. Repair service will not be performed unless a description of service to be provided is given BELOW*Possible Evaluation Fee will be charged for returning your system as a BER (Beyond Economic Repair) or service call*\$995. "Thank you for your business!"**

Authorizing Signature: _____

Your signature above indicates that you agree to abide by the CARLETON TECHNOLOGIES, INC. CONDITIONS OF OFFER attached.

**✚ Test-A-Pack RMA Procedures for shipping goods from outside the USA
The package must be clearly marked as follows:**

"RETURN OF "AGR" AMERICAN MANUFACTURED GOODS FOR REPAIR"

WHAT PROCEDURES SHOULD FOREIGN CUSTOMERS FOLLOW WHEN SENDING AN ITEM TO THE UNITED STATES FOR REPAIR?

Customers in other countries should first check with their own Customs Authority and register the merchandise before sending it to the United States for repair. Every country's Customs Authority has a different procedure and documentation for repairs, so it is important that you stress this registration with your foreign customers before they ship the merchandise back to your company.

HOW SHOULD A COMPANY SHOW THE VALUE OF THE REPAIR ON THE COMMERCIAL INVOICE? WHAT IF THE ITEM IS UNDER WARRANTY?

The value of a repair should be listed on the commercial invoice. If the repair is a sale, then the invoice should reflect the transaction value. If it is not a sale (for example the repair is under warranty), then the company could list the value as its cost (wholesale value), fair market value, or the company's cost of production if it performed the repair.

Most importantly, the company should write the following sentence on the commercial invoice: **"No charge: Warranty Repair Value for Customs purposes only, HTS Code 9801.00.10.12."** Even with this demarcation on the commercial invoice, the value of repair, even if under warranty, is dutiable in the United States.