



Instructions for returning ABEM | MALÅ products

(Repairs, upgrades, calibrations etc.)

PLEASE NOTE! This document should be packed with/included in each return, if the document is not included and filled in correctly an extra handling fee of 50 USD will be added!

- ❖ If you send goods from outside the European Union a Commercial invoice **must** accompany the goods. Required information on invoice:
 - Type of instrument
 - Serial number
 - The text “Goods for repair – Temporary importation to Sweden”
 - Suitable value for the goods*

**Please note that the value of used equipment should be reduced according to the following guidelines. If this isn't included on the invoice unnecessary import duties and local taxes are charged by the Swedish customs:*

1-year old equipment -20% of purchased value

2-years old equipment -40% of purchased value

3-years, and older equipment -60% of purchased value

- ❖ Each delivery is charged by fees such as:
 - Terminal fee¹
 - Customs declaration
 - Transport from the airport to **Guideline Geo/Service location**
 - Forwarder's administration at cost

Please note that these fees will be invoiced at cost.

- ❖ A troubleshooting and handling fee of EUR 150 will be charged for each equipment included in a service order.

¹ A terminal fee is a charge levied by airports or airlines to cover the maintenance, security, and operation of terminal facilities.



Fault Description

Please include a fault description for the instruments inside the box using our standard form on page 3. Without this information, we may lack the details needed to complete the service, which could delay the return of your equipment.

Even if you have previously informed us about the issue, the fault description must still be enclosed.

Note: *Please save all customized protocols and/or measured data **before** sending your equipment to the Guideline Geo service center. Data may be lost during the service procedure.*

The instrument will be returned with standard settings and protocols.

Important notice: Providing a complete return address and following the instructions is essential for a swift return of your equipment after service.

Use one of the following addresses for returning the instrument:

By Courier:

Guideline Geo AB
Skolgatan 11
S-939 31 Malå
SWEDEN
Phone: +46 953 345 50

Notify:

Guideline Geo AB
Skolgatan 11
S-939 31 Malå
SWEDEN
Phone: +46 953 345 50

If all instructions above are followed, the goods can be smoothly cleared by our clearing agent. Courier goods can always be addressed directly to us.



--- Please fill out service notification below ---

Service Notification

Type of instrument / product:

Serial number:

Billing address:

Customer return address:

Contact person:

Phone:

E-mail:

Purchase order no:

The instrument is returned for:

By checking the boxes below, the customer authorizes Guideline Geo to perform the selected services and invoice accordingly.

Repair (Describe experienced instrument problems)

Upgrade (Needed upgrade)

Calibration incl. Certificate (EUR 800 / USD 800)

Save important data from memory before repair if possible (EUR 100 / USD 100)

 The customer authorizes repairs up to **EUR 1,000 / USD 1,000** without prior approval.

The customer authorizes repairs up to **EUR 2,000 / USD 2,000** without prior approval.

The customer authorizes repairs up to _____ EUR / _____ USD without prior approval.

If the repair cost exceeds the selected amount, we will contact you with a repair estimate.