Shipping instructions for returned/repaired goods

Documents that must be included (3 copies of each document)

- **Commercial invoice/Packing list**
  The commercial invoice should be prepared according to the advice of your local customs authority.
  The commercial invoice should include the following statements:
  - "Goods of US Origin."
  - "Nanopositioning system being returned for repair. Made in the USA, not advanced in value or improved in condition. Harmonized codes: 9027809700 and 9801001012"*
  - RMA number should be clearly marked on the invoice and the outside of the packaging.
  - You may need to provide the invoice for the original shipment of the goods to you. Consult your local customs authority for advice on this point.

  ** If your commercial invoice is via an automated system that will only allow one harmonized code to be entered please use the code for the nanopositioning system (9027809700). The comment should still be entered on the commercial invoice.*

- **Completed Mad City Labs' RMA form**

- **Completed "Declaration for free entry of returned American products".**
  This allows the goods to be imported into the US without duty being assessed.
  <u>Instructions for completing CBP Form 3311</u>
  Block 1: US Port of Entry (ask your shipping company)
  Block 2: Date of shipment
  Block 3: N/A
  Block 4: Mad City Labs, Inc.
  Block 5: Madison, WI
  Block 6: Reason for return (example: Repair under warranty)
  Block 7: U.S. Drawback previously <u>unclaimed</u>
  Block 8: Check <u>"NO"</u>
  Block 9: Detailed description of the items being returned including model number and serial numbers.
  Block 10: Value of the goods (this should be decided in accordance with local customs advice)
  Block 11: N/A
  Block 12: Name of Shipper
  Block 13: Title of shipper (example: Technical Sales)
  Block 14: Name of Company shipping the goods
  Block 15: Authorized signature.

Mad City Labs' documents to return the system

- **Commercial Invoice/Packing List (3 copies)**
  The commercial invoice should state the value of the repair. If the item is a sale, then the invoice should reflect the transaction value. If not a sale (e.g. a warranty repair), then the value listed should be the cost of materials. You cannot put $0.
  Warranty repairs should include on the invoice the following statements:
  "No charge: Warranty Repair Value for Customs purposes only".
  "Repair completed. Reference number RMA#..."

- **AES filing**
  - Use the code 9801100000 which is applied only for articles previously imported for repairs or alterations,
  - Report the values of repairs or alterations made in the US, which will be either the transaction value, or the cost of materials (warranty repair).