

Process for shipping repairs/revisions to Switzerland

Dear customer,

In order to guarantee a smooth repair/revision process, please follow the procedure below:

- Please register the repair/revision in advance at service@zendersommer.com and send us the completed RMA form **REVISION & REPAIR SHEET ZS** → go to PDF on page 2. (zehndersommer.com).
- Once the repair/revision has been recorded by us, we will confirm the repair number back to you (P000xxxx)
- You then prepare the shipping documents and send us a copy of the delivery documents and, if possible, a tracking link as soon as the dispatch has been arranged

Please note that the following information must be included on the shipping invoice!

ZAZ account number: **93031**

VAT number: **CHE-109.026.265**

Our invoice and delivery address: **Zehnder & Sommer AG, Dammstrasse 18-20, CH-3400 Burgdorf**

Contact person at Z&S

Your invoice number, place and date of invoice

References

(Z&S project number P000xxxx, if available a customer order number, contact person at your company, etc.)

Incoterms with version and location

(Example: DAP CH-3400 Burgdorf, Switzerland (according to INCOTERMS 2020) duty unpaid, untaxed)

Shipping method

(lorry, air freight, courier service)

Description of goods per item with device type, serial number, etc.

Customs tariff number (HS code) per article item

Country of origin per item

Preferential status per item

Proof of preferential status

(Declaration of origin on the invoice or corresponding proof of preference such as EUR.1)

Current value of goods per item with unit price information

Invoice currency

Number of packages with net and gross weight

Clear note/reason for export

(e.g. 'Defective roll feed returned to seller in Switzerland for repair/revision')

Assessment type

(e.g. 'Normal assessment with preferential clearance')

We will be happy to assist you with any queries regarding the preparation of the shipping invoice. Please send enquiries to service@zehndersommer.com and export@zehndersommer.com.

Thank you very much for your co-operation in this process.

Your service team

