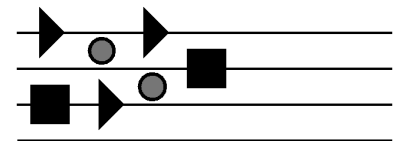


Customs Information

drefahaudio



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When shipping from outside the European Union, please proceed as follows:

- 1. Open the proforma invoice on our repair service page and fill it in carefully**
- 2. Save and print it when completed**
- 3. Send us a copy prior to dispatch**
- 4. Include three copies in your shipment**

Following this procedure is essential for trouble-free customs clearing !

Duties / Taxes

Private clients: ~2.5% customs duty will apply upon import, which will be advanced and added to your repair bill afterwards.

In case of particularly valuable shipments (€3000+), a forwarding agency should be consulted to avoid duties/tax on the entire value (processing relief OPR/IPR). Certain global carriers are offering corresponding services.

Corporate clients: should have taxes and duties billed to the sender (check on your shipping order or waybill).

The information herein is based on 2015 laws and tariffs. Changes due to altered regulations reserved.