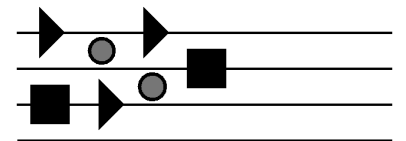


# Customs Information

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**When shipping from a country which is not member of the European Union (also UK, as of 2021), please proceed as follows:**

- 1. Open the proforma invoice on our repair service page and fill it in carefully**
- 2. Save it and print two copies when completed**
- 3. Send us a copy prior to dispatch**
- 4. Attach the copies to the outside of your parcel in a pouch or envelope, clearly marked as "CUSTOMS PAPERS".**

**If your carrier asks you to fill in a CN22 or CN23 declaration during booking, please include it as well.**

Customs clearing is not possible without these papers and the parcel may return to you without processing. Please state a realistic amount for items in need of repair. Fancy prices may cause unnecessarily high duties !

## **Duties / Taxes**

a.) Upon import, about 2.5% duties may apply. These will be advanced by us and added to the repair invoice later. This procedure is suitable for values up to about €3000.

b.) For particularly valuable shipments, duty/tax exempt can be applied for on request.

If your carrier is not offering customs brokerage (postal e.g.), we can take care of the required paperwork. The client will be charged €60 (a.) or €120 (b.) resp. for this service.

Corporate clients: should have deductible taxes and duties charged to the sender's account

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The information herein is based on 2021 laws and tariffs. Changes due to altered regulations reserved.