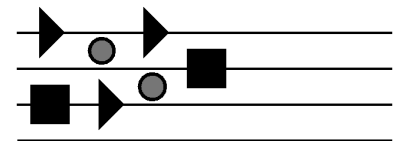


# Customs Information

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**When shipping from a country which is not member of 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**

Customs clearing won't be possible without this paper !

Please state an adequate amount for items in need of repair. Fancy prices will cause unnecessarily high duties.

## **Duties / Taxes**

a.) Upon import, about 2.5% duties will 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 (see FedEx waybill). FedEx tax relief processing is recommended for values >€3000 only.

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The information herein is based on 2017 laws and tariffs. Changes due to altered regulations reserved.