RMA Shipping Instructions

Return Material Authorization (RMA):

Customer:

Shipping Documentation

When returning goods, please follow the instructions below to ensure goods arrive in a timely manner and are not damaged in transit:

- RMA number stated above must be clearly marked on all boxes, packages and accompanying paperwork.

- A commercial invoice or statement on customer's letterhead is required for products shipped into Canada. This document must include the following information:
    a. RMA Number stated above
    b. Description of goods being returned
    c. Include the statement "Canadian goods being returned to manufacturer for repair"
    d. Country of Origin – Canada, Province Ontario
    e. HS Tariff Code – 9015.80 for systems and 9015.90 for parts
    f. Value of goods
    g. Customer's EIN or Tax Identification Number (for USA originating shipments only)
    h. Box size(s)
    i. Box weight(s)

- Goods should be shipped to:
    Sensors & Software Inc.
    1040 Stacey Court
    Mississauga, ON L4W 2X8
    Attn: Service Department
    Tel: 905-629-8909
    C/O Hellmann International
    Imports Division
    Tel: 905-564-6620

- Forward the following information to Sensors & Software Inc. after shipping goods:
    a. Name of the shipping company
    b. Airway Bill or Tracking Number
    c. Date shipped
    d. Description of goods shipped (including serial numbers)

- Hellmann International is the customs broker for imports for Sensors & Software Inc. If shipping via air cargo, notify airline to deliver goods to Sensors & Software Inc. to avoid additional storage fee charges.

Subsurface imaging solutions

Packaging

- Customer is responsible to ensure that all goods being returned for repair are shipped with proper packaging to avoid damage. Electronic boards must be placed in an ESD-protective bag and secured in the shipping box using bubble wrap or alternative shipping material.

- Customer will be notified upon receipt of goods, in case of any damage due to poor packaging. Repair costs for damages incurred during shipment will be billed to the customer.

- Goods will be returned in the same packaging they arrive in. Additional charges may apply for supplying and/or replacing inadequate packaging.

Insurance

The goods are owned by the Customer and the Customer assumes responsibility for carrying sufficient insurance should the goods be lost or damaged in Shipment. Sensors & Software Inc. will ship goods without insurance from the repair center unless guidance is provided by the Customer to insure the shipment. Additional charges for shipping insurance will be billed to the customer for both warranty and non-warranty repairs.

Data

Sensors & Software Inc. is not responsible for data loss on any equipment returned for repair. Customer is expected to back up their data prior to returning equipment or inform Sensors & Software Inc. in advance to retrieve the data, extra fees may apply. Note – there is no guarantee that data can be recovered from non-functional equipment.

Non-Warranty Repairs

For non-warranty repairs, an estimate outlining repair costs, freight and import charges, if applicable, will be forwarded to the customer for approval. No repair work will commence until signed approval is received by the Service department.

If the customer decides not to proceed with the repair or has not given approval to proceed within sixty (60) days of issuance of the estimate, a minimum service setup and evaluation charge of 250.00 plus shipping costs will be charged to the customer and the goods will be returned to the customer. The minimum setup and evaluation charge covers time spent on diagnostic testing to evaluate equipment performance & errors.

Please refer to the Warranty and Repair Policy, located on our website for complete repair process details.