

## Shipping instructions for the return to EMH of MTE/EMH products (repairs, service, warranty)

### 1. Situation

We are increasingly confronted with products being returned to EMH for repairs, service and warranty equipped with false, incomplete or without documents. Also, we see more and more severe damages caused by improper or poor packing.

We therefore ask you to strictly adhere to the following packing instructions:

Whenever possible, products to be returned should be sent back together with its clamps. Other accessories like scanning heads, connection cables, carrying cases etc. should be enclosed only in case they are damaged or faulty.

For any unclarity or questions you should send an Email to the EMH Energiemesstechnik service technician being in contact with you or send an Email to [support@emh.de](mailto:support@emh.de)

### 2. Shipping- and handling instructions

Shipping address: EMH Energie-Messtechnik GmbH  
Attn. Service + Repair  
Vor dem Hassel 2  
D-21438 Brackel

Transportation documents:

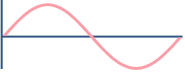
- Please add the proforma invoice indicating a value for customs with the declaration "FOR REPAIR". In relation to the date of delivery this value is calculated as:
  - up to 1 year from date of delivery → minus 25% of the sales price
  - between 1 and 2 years from date of delivery → minus 45% of the sales price
  - for each further year from date of delivery → minus 10% of the sales price
  - minimum value for instruments and other units € 1,000.--
  - minimum value for components (e.g. PCB) € 100.--
- Please add type and serial number in the proforma invoice of the equipment to be returned.  
EMH reference no. / RMA no. must be written on the proforma invoice and address label on the package.
- Please send us the proforma invoice and the information for the delivery as AWB no., tracking no. of courier service.  
To return the equipment, we also need the name, the phone-, fax number, the email and the address of the responsible person.
- Country of origin is:  
Germany (European Community) for EMH products

Transportation to EMH lab:

The equipment should be send by parcel service (courier) or airfreight and free of charge for EMH

All deliveries from none EU countries should be send by courier service TNT, UPS or FEDEX, because for other courier services, German custom import procedures will increase the time for delivery until the units arrive at the EMH lab.

For Shipment by airfreight, the destination airport in Germany should always be Hamburg airport.



Transportation back from EMH lab to customer:

Freight and transportation costs:

Products are sent back:

- Inside Europe by parcel service
- Outside Europa by parcel service (courier) or airfreight

Freight and transport costs for MTE-EMH products which are returned to EMH or MTE for repairs and service are at the expense of the Distributor/Agent/Customer. Transport insurance must be contracted.

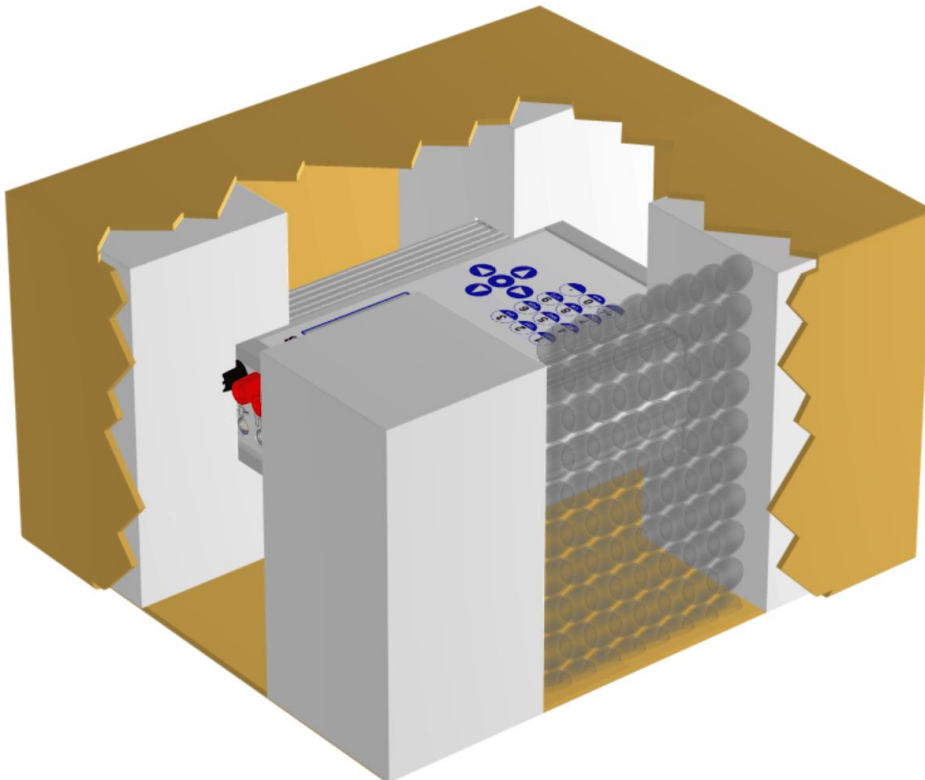
Freight and transport costs for products under warranty are returned to the customer at the expense of EMH.

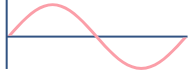
### 3. Packing Instructions

#### 3.1 Devices with a weight up to 20 kg:

Each product should be packed in a separate solid carton box, in position of normal use.

- Protect the product with clinch wrap or air bubble plastic
- Protect the current clamps with air bubble plastic or a small carton box
- Put device and current clamp into a carton box:
  - Carton quality (2 wave, 3 wave)
  - Minimal space between device and box 6 cm
  - Edges are to be protected with foam plastic (chips only are not sufficient)
- Fill the carton box with chips
- Please add the fault description (e.g. a copy of your e-mail or fax) to the product.
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- Please add the fault description (e.g. a copy of your e-mail or fax) to the product.





## 3.2 Devices with a weight of more than 20 kg:

Each product should be packed in a separate solid carton box, in position of normal use.

- Protect the product with clinch wrap or air bubble plastic
- Protect the current clamps with air bubble plastic or small carton box
- Put device and current clamp into carton box:
  - Carton quality (2 wave, 3 wave)
  - Minimal space between device and box 6 cm
  - Edges are to be protected with foam plastic (chips only are not sufficient)
- Fill the carton box with chips
- Please add the fault description (e.g. a copy of your e-mail or fax) to the product.
- Put the box on a pallet 80 cm x 60 cm
- Fix the box to the pallet

