

## INSTRUCTIONS FOR RETURNING ABEM | MALÅ PRODUCTS (Repair, upgrading, calibration etc.)

***Note! If there is not correctly filled in service notification in the package, an additional handling fee of 500 SEK will be added to the order.***

- If you send goods from outside the European Union a Proforma invoice **must** accompany the goods. Required information on invoice:
  - Type of instrument
  - Serial number
  - The text "Goods for repair – Temporary importation to Sweden"
  - Suitable value for the goods\*

*\*Please note that the value of used equipment should be reduced according to the following guidelines. If this isn't included on the invoice unnecessary import duties and local taxes are charged by the Swedish customs:*

*1-year old equipment -20% of purchased value  
2-year old equipment -40% of purchased value  
3-year, and older equipment -60% of purchased value*

- Each delivery is charged by fees such as:
  - Terminal fee
  - Customs declaration
  - Transport from the airport to **Guideline GEO/Service location**
  - Forwarder's administration at cost

**Please Note that these fees will be invoiced at cost.**

- A 1 500 SEK "Troubleshooting & Handling" fee will be charged to all service orders.

### Fault Description

It is necessary that you put a fault description for the instruments inside the box, please use our standard form found on page 3. If no fault description is sent along we may not have all the information needed to start or finish the job, therefore causing extra time before we are able to send the instrument back.

It is important that the fault description is enclosed even if you have informed us earlier about the repair.

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**Note:** Be sure to save your customized protocols and / or measured data before sending your equipment to **Guideline GEO/Service location**. Any data may be lost during the service procedure. The instrument will be returned with standard setup and protocols etc.

**Important notice: Detailed return address and instructions is vital for a swift return of goods after service.**

Use one of the following addresses for returning the instrument:

**By COURIER:**

Guideline Geo AB

Skolgatan 11

S-939 31 Malå

SWEDEN

Phone: +46 953 345 50

**Notify:**

Guideline Geo AB

Skolgatan 11

S-939 31 Malå

SWEDEN

Phone: +46 953 345 50

*If all instructions above are followed, the goods can be smoothly cleared by our clearing agent. Courier goods can always be addressed directly to us.*

--- Please fill out service notification below ---

## SERVICE NOTIFICATION

Type of instrument / product:

Serial Number:

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Billing Address:

Shipping Address:  
(Return)

Contact Person:

Phone:

E-mail:

Purchase order no:

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### The instrument is returned for:

Repair (Describe experienced instrument problems)

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Upgrade (Needed upgrade)

Calibration electronics (All instruments)

Calibration geophones (Vibration instruments only)

Save important data from memory before repair if possible (Work hours will be charged)