



Instructions for returning ABEM products

(Repair, upgrading, calibration etc.)

When you send the equipment:

If you send the goods from outside the European Union a proforma invoice **must** accompany the goods. It shall contain:

- Type of instrument
- Serial number
- The text "Goods for repair. Temporary importation to Sweden." You may also write the following phrase in Swedish "Aktiv Förädling" then the right customs procedures will be applied.

It must also be stated in the proforma invoice a suitable goods value. Please note that the value of used equipment should be considerable lower than the value of a corresponding new equipment. This is very important, otherwise unnecessary import duties and local taxes are charged by the Swedish customs.

Each delivery is charged by fees such as:

- Terminal fee
- Customs declaration
- Transport from the airport to ABEM
- Forwarder's administration fee.

These fees will be invoiced at cost.

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. This is to avoid the delay that probably will occur if we don't have the information we need to make the repair.

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

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

ABEM Instrument AB	Phone	E-mail	Bank
Allén 1	+46 8 564 88 300	sales@abem.se	Svenska Handelsbanken
S-172 66 Sundbyberg	Fax	Internet	Stockholm
Sweden	+46 8 28 11 09	www.abem.com	Sweden

ABEM INSTRUMENT AB



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

One of the following addresses shall be used when returning the instrument:

By COURIER:

ABEM Instrument AB
Allén 1
S-172 66 SUNDBYBERG
SWEDEN
Phone: +46 8 564 88 300
Fax: +46 8 28 11 09

By AIRFREIGHT:

ABEM Instrument AB
c/o Agility AB
Box 73
S-190 45 STOCKHOLM-ARLANDA
SWEDEN
Fax: +46 8 797 88 97

Notify:

ABEM Instrument AB
Allén 1
S-172 66 SUNDBYBERG
SWEDEN
Fax. +46 8 28 11 09

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

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Service notification

Type of instrument/product:

Serial number:

Company (including address):

Return Address:

Contact Person:

Tel:

Fax:

E-mail:

The instrument is returned for:

Repair

Describe experienced instrument problems :

Upgrade

Needed Upgrade:

Calibration

Save important data from memory before repair if possible (*workhours will be charged*)

Notes by ABEM:

Service order number:

Arrival Date:

ABEM Instrument AB
Allén 1
S-172 66 Sundbyberg
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