

RETURN SHIPPING INSTRUCTIONS

Products returned to e2v technologies (UK) Ltd for repair should be sent at your expense.

Please be aware we will not accept any freight charges on TNT or UPS shipments.

Where you are using a door to door international courier, for example UPS, FedEx, TNT or DHL, the items should be consigned to:

e2v technologies (UK) Limited,
106 Waterhouse Lane,
Chelmsford,
Essex CM1 2QU
UNITED KINGDOM
For the attention of Customer Returns Department,
Tel. +44 (0)1245 493493.

Where goods are to be sent to e2v technologies (UK) Ltd by airfreight, not courier, it will be helpful for Customs clearance in the UK if you state the following notify party on the air waybill:-

DHL Global Forwarding (for e2v technologies)
Danzas House
Kestrel Way
Dawley Park
Middlesex, UB3 1HJ
UNITED KINGDOM.
Tel. +44 (0)208 754 5000/5364, fax. +44 (0)208 754 5236

The returns procedure specified below must be followed, *particularly* if returning a product under warranty.

Please include with the shipment

- A copy of the completed Product Service Report form, with any additional supporting documentation giving all information requested and noting, in particular, any unusual occurrences before or at the time of failure.
- A copy of our e-mail advising RMA reference.
- Please mark clearly our RMA reference on the outside of the package(s).
- The returned product should be packed in the same manner as it was sent to you originally, preferably by use of the same packaging materials.
- The returned product must be insured and carriage paid by the purchaser, and e2v technologies accepts NO responsibility for loss of, or damage to, a returned product during transit.