**Instructions for shipping your Proliner® to Prodim International**

When the Proliner is not shipped according these rules, it is possible we have to charge extra handling, import or transport costs. Make sure you read everything carefully!

1. **Repair request:** Fill in the repair request form on our [website](http://www.prodim-systems.com). Please give a detailed description of the problem even when you have already spoken to one of our employees. This to avoid lack of information when starting the repair.
2. **Before shipment: Back-up measurements:** Before sending back your Proliner®, please make a back-up of your Proliner® measurements on your computer. Prodim International BV is not responsible for loss of measurements during repair and/or transportation.
3. **What to send:** Do NOT forget to send the REMOTE CONTROL with your Proliner®. Without the remote control we cannot operate the device and we have to install a new one, and charge you the costs associated for the remote and installation. If you have special pens, pointer or touchers please send them also with your Proliner. There is no need to send along your batteries and or charger.
4. **The package:** **How to pack:** You must always use our Proliner® carton board box or our optional flight case. Make sure that the Proliner® is well packed. Use always the flight case or the carton box received with purchase. When you ship the Proliner in the carton box, put temple, Styrofoam, bubble wrap (or the like) around the device, so that the device is stuck in and cannot shove in the box. Mark on the box: *‘Fragile, handle with care’.*

Before the shipment, make sure the Proliner® is well packed! If we find the box unsuitable for transport, it will be returned in a new Proliner® box for which €60,- will be charged.

1. **Which courier:** Prodim International BV uses UPSfor all shipments. If you decide to use another courier, we will send it back with the chosen courier and charge a handling fee of €30,-
2. **About the shipment & Forms
Use the example document given on the next page to make sure you have all the needed details for the shipment. If you are using your own shipment form, make sure that you put the following details on the form:**
	* Note on the transport document the current value of the Proliner: that can be the purchase value. Never use an incorrect value!
	* Put on the transport document that the shipment is send to Prodim for repair. So the shipment purpose is Repair & Return.
	* The HS code for the Proliner: **HS90318020**, this is the code for an electrical measurement device in Europe!
	* Write on the transport document the **serial number** of the Proliner.
	* Our address: Prodim International BV
	Att. Repairdesk
	Lagedijk 26
	5705 BZ Helmond
	The Netherlands

If your company is located outside the EU you must add a Commercial Invoice. For some countries a Temporary Export Form is necessary, please contact your Customs or Transport company. You need these forms to avoid paying import duties.

**Shipping Document**

From:
Company Name : Click here to enter text.

Contactperson : Click here to enter text.
Address : Click here to enter text.
Phone number : Click here to enter text.
Email address : Click here to enter text.

**To:**
Prodim International BV
Att. Repairdesk
Lagedijk 26
5705 BZ Helmond
The Netherlands

Shipping Date : Click here to enter a date.

**Goods**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Description of the goods**  | **HS CODE** | **Country** **of Origin**  | **Qty**  | **Value in euro’s: €** | **Weight, kg**  |
| Proliner: Measuring device / equipment.Serial number Click here to enter text.Manufacturer: Prodim International B.V. | HS 9031. 8020.00 | NL | 1 | Click here to enter text. | Click here to enter text. |
| **Total amount (no customs value)** Click here to enter text. |

**Special Instructions**Reason for Export: Repair / Service and return to sender.