

## **IMPORTANT SHIPPING INFORMATION FOR US CUSTOMERS**

**Revised: March 9 2018**

### **Shipping to Barnett Engineering Ltd.**

For products being returned to Barnett Engineering Ltd. from outside of Canada, all freight, duty and brokerage should be shipped “Prepaid” by the customer.

**Note:** All duties and brokerage costs associated with returning products to Barnett Engineering Ltd. are the responsibility of the customer. Costs incurred by Barnett Engineering Ltd. to resolve any shipping problems are customer’s responsibility. Customer will reimburse Barnett Engineering Ltd. prior to the return of the product.

For customers not familiar with international movement of goods, a sample customs invoice is illustrated on the next page. If you have any questions, please feel free to call us at 1-800-268-2646.

### **Contact Information**

Listed below is Barnett Engineering Ltd. contact information for Product Repairs:

Repairs Phone:	1-800-268-2646
Repairs email:	<b>support@barnettprotalk.com</b>
Repair Centre Address:	Barnett Engineering Ltd. #200, 550 – 71 <sup>st</sup> Avenue S.E. Calgary, Alberta T2H 0S6

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**RMA COMMERCIAL/CUSTOMS INVOICE**

Shipper: XXXXX (company name and address)  
XXXXXXXXXX  
XXXXXXXXXX  
XXXXXXXXXX  
X x x

Invoice No: "NO SALE – GOODS TO BE REPAIRED AND RETURNED"

Date: mm-dd-yyyy

Consignee: Barnett Engineering Ltd.  
#200, 550 - 71 Avenue S.E.  
Calgary, Alberta, Canada  
T2H 0S6

Port of Entry: Calgary, Alberta

Description: "Electronic Equipment for repair and return."  
"B1285 ProTalk Link, B1277 ProTalk Cv3, etc"  
H.S.Tariff Classification Number: xxxx.xx

**Note:** the H.S. Code to use is "8531.80" for ProTalk B1285 Link Systems, B1277 ProTalk Cv3 systems and B1290 ProTalk Plus Systems OR "8507.03" for B1252 Battery Backup Power Supplies, and 8504.40 for Option 004 Battery Backup Power Supplies.

Quantity: 1  
Unit price: \$100.00 USD  
Total: \$100.00 USD  
"Declared value is for customs purposes only – unit is non-functional.  
Article is being exported to Canada for Repair and Return."

Number of packages: 1  
Duty & brokerage: Charge to shipper  
Mode of transport: XXXXXXXXXXXX – e.g. Carrier name & tracking number  
XXXXXXXXXX

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## **Packaging**

Returns should be shipped using original packaging or equivalent materials.

Note: *Damage incurred to equipment due to improper packaging is not the responsibility of Barnett Engineering Ltd. and will invalidate any warranty coverage for that product.* A robust box should be used that will not disintegrate in transit

- Product should be surrounded on all sides with anti-static foam, bubble pack or other equivalent packaging material.
- All excess space should be filled with packaging material to prevent the product from moving around inside the shipping box.

## **Repair Times**

Upon receipt at Barnett Engineering Ltd., the product will be evaluated and a repair estimate will be provided for your approval. Once approved, the product will be repaired and returned to the address provided on the RMA form.

## **Repair Charges**

Standard repair charges are subject to change at the discretion of Barnett Engineering Ltd.

Product repaired under warranty will continue to be under warranty for the unexpired portion of the original warranty period.

Product repaired “out of warranty” or “discontinued” will carry a one year warranty from the date of the repair. Upon repair approval, Barnett Engineering Ltd will return the product