



International Shipping Instructions

Date: _____ CHA Representative: _____

Company Name: _____

Your RMA Number Is : _____

Following are some guidelines to help you to ship your product to us in the most efficient and economical way:

- 1) All shipments should be shipped door to door. This means that your product will be picked up at your facility and will be delivered directly to us, at our facility, after it has cleared customs. (Do not ship to "Hold at Airport").
- 2) It is typically more economical and faster to use carriers like DHL, UPS or Federal Express when shipping packages under 150 lbs. (70 Kg). For shipments heavier than 150 lbs., you should obtain a quote from a freight carrier/forwarder, to avoid any surprises.
- 3) Remember that because you are paying the shipping charges for material coming to CHA, you need to mark your airway bill "freight prepaid." Also, if there are any duties (for an item not purchased in the U.S.) you need to check the box, on the airway bill that indicates *free domicile*. This means that you, the sender, are responsible for any duties incurred. Items purchased in the U.S. will not be subject to any taxes or duties.
- 4) Your commercial invoice must clearly state:
 - Returning for repair (or warranty repair, where applicable)
 - Item(s) originally purchased in the U.S. (where applicable)
 - Declared value for customs is "Zero"
 - Temporary import only

If you follow these instructions, transactions will go smoothly and additional charges will be avoided.

The customer is responsible for all shipping charges, taxes and duties incurred for shipments both to and from CHA.

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