

RMA Export Documentation

Instructions for customers returning units

Incoming RMA – Canadian goods returning to Canada for repair

- Applies to any TEK product made at TEK or AEI (COO is Canada)
- With a few exceptions, the customer pays for return shipment, DDP
- **Instruct customer** to prepare shipment documents with:
 - HTS: **9813.00.00.95** (Canadian goods returned for repair, regardless of which goods)
 - Reason for Export: **Repair and Return**
 - Note the following on all customer documents (AWB, packing slip, commercial invoice):
Return of defective unit to manufacturer – returning for repair. No commercial value. Value is for customs' purpose only.
 - The value of the units on the commercial invoice is the customer's purchase price
 - Listing the real unit value is necessary to claim insurance if the shipment is lost
 - To avoid taxes on returned units, US Customers must fill out a CBP Form 4455 Certificate of Registration and include a copy signed by CBP with the shipment.
 - This CBP form must be included with the return shipment from TEKTELIC back to customer.
 - CF 4455 available at: <http://www.customs.gov/xp/cgov/toolbox/forms/>.
- Instruct customers **not to include** accessories with their shipment and to use original packaging if possible.

Incoming RMA – non-Canadian Goods returning to Canada for repair

- Applies to any TEK product made in China or Jabil
- The original goods must have been exported from Canada to customer
- **Instruct customer** to prepare shipment documents with:
 - Reason for Export: **Repair and Return**
 - HTS: **9814.00.00.95** (Goods sold from Canada returned for repair)
 - Note the following on all customer documents (AWB, packing slip, commercial invoice):
Return of defective unit to manufacturer – returning for repair. No commercial value. Value is for customs' purpose only.
 - The value of the units on the commercial invoice is the customer's purchase price
 - Listing the real unit value is necessary to claim insurance if the shipment is lost
 - To avoid taxes on returned units, US Customers must fill out a CBP Form 4455 Certificate of Registration and include a copy signed by CBP with the shipment.
 - This CBP form must be included with the return shipment from TEKTELIC back to customer.
 - CF 4455 available at: <http://www.customs.gov/xp/cgov/toolbox/forms/>.
- Instruct customers **not to include** accessories with their shipment and to use original packaging if possible.

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Incoming RMA – Goods returning to Jabil HU for repair

- Applies to any TEK product going to Jabil HU for repair
- Unlike the US/Canada, most other countries don't have a special HTS Code for repairs.
- **Instruct customer** to prepare shipment documents with:
 - HTS: actual HTS Code of the product (Same code used to ship the product)
 - Reason for Export: **Repair and Return**
 - Note the following on all customer documents (AWB, packing slip, commercial invoice):
Return of defective unit to manufacturer – returning for repair. No commercial value. Value is for customs' purpose only.
 - Indicate on the commercial invoice that the reason for **export is temporary**.
 - The value of the units on the commercial invoice is the customer's purchase price
 - Listing the real unit value is necessary to claim insurance if the shipment is lost
- Instruct customers **not to include** accessories with their shipment and to use original packaging if possible.