

Export of a Service Unit (Repair and / or Upgrade to GeoSIG)

- Contact info@geosig.com for a RMA number
- Remove battery to reduce shipping weight
- Customs Invoice / Proforma Invoice
- Mention "**for Repair**"
- Pls. note down the received **RMA number**
and where applicable GeoSIG **job number and/or the service ticket number** (if already exists)
- Mention our clearly specify GeoSIG Ltd as the **consignee** with the **address** as below:

GeoSIG Ltd

Wiesenstrasse 39

8952 Schlieren

Switzerland

T: +41 44 810 21 50

F: +41 44 810 23 50

E-mail: info@geosig.com

VAT No. 230 752 Customs Account No. 5471-8

- Note down item title and description giving serial number
- For custom clearance in Switzerland please clearly note down:
9015.9000 Parts for Seismograph
or 9015.8000 Seismographs
(Each country has their own customs tariff number.)
- Please provide a concise **report** providing details of the fault with any error codes which may be available.
- In case of upgrades please provide clear details about the required **upgrade**.
- Where applicable remove the **battery** as this will help in reducing the freight cost.
- As soon as your parcel has been dispatched notify the Service Department the **tracking number / Air Waybill number** enclosing copies of any **documents** included in the shipment.

The above notification will allow the Service Centre to book the job and follow up with the freight forwarder for its timely arrival at GeoSIG

Thank you in advance for your attention and mentioned information.