

Transport instructions

(Applies to countries out of European Union only)

Add an accompanying **document** (usually Proforma Invoice or Delivery note) for customs purposes to the shipment and follow the instructions depending on the contents of the shipment:

Elnec products to be repaired or to be returned:

- quote the **RMA** (see NOTES below) **in the document** and place it also in the **DELIVERY ADDRESS** (see below) **on the box**
- put a note: **“Goods under complaint”** in the document (**make no mention of “repair”**)
- place the sales price from your purchase invoice to each of items in the document and add the copy of your purchase invoice into the box

Use our DELIVERY ADDRESS:

Elnec s.r.o.

RMA: “R- “

Jana Bottu 5

080 01 Presov

Slovakia

Phone: +421 51 7734328

NOTES:

- **RMA** (Return Merchandise Authorization) should be assigned by Elnec during previous e-mail communication in the particular case in question, shaped like: **“R-“**
- Generally, quote the RMA in subject of any relating e-mail correspondence in this matter
- Elnec s.r.o. reserves the right to apply additional charge or reject your shipment, if you have disregarded some of the instructions above
- to avoid delay in delivery, use DHL service for transport if possible