

# CUSTOMER INSTRUCTION IMPORT SHIPMENT

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## OBJECTIVE AND PURPOSE

In order to simplify returns of equipment for customers in the EU for service and calibration purpose, Vögtlin Instruments (VI) set up a corresponding logistics system.

Shipments from the EU are collected in Germany and imported to Switzerland by Vögtlin Instruments itself. A German version of this instruction can be found at: AA09.0.02

## PROCESS

### Announcement

Once the necessary details for return are known, the shipment can be registered electronically via the web form (see instructions below). At the end of the registration process the sender will get an e-mail confirmation containing the shipping instructions and the exact delivery address.

### Maturities

Two weekly deliveries from KEM to Vögtlin are foreseen, each Wed and Fri. Vögtlin reserves the right for changes on that schedule.

Customs clearance in each case takes at least one working day, therefore the below transit times can be expected (working days between arrival at KEM and arriving at Vögtlin).

Arrival KEM	pickup KEM	Arrival VI	runtime (in WD)
Mon	Wed	Fri	5
Tue	Fri	Tue	6
Wed	Fri	Tue	5
Thu	Wed	Fri	7
Fri	Wed	Fri	6

### Value per package

The total value per package may not exceed € 5,000! The packages are split, so this is guaranteed. In case no separation is possible, the packages must be sent to Vögtlin Instruments directly.

For our devices, the following values are used for customs clearance:

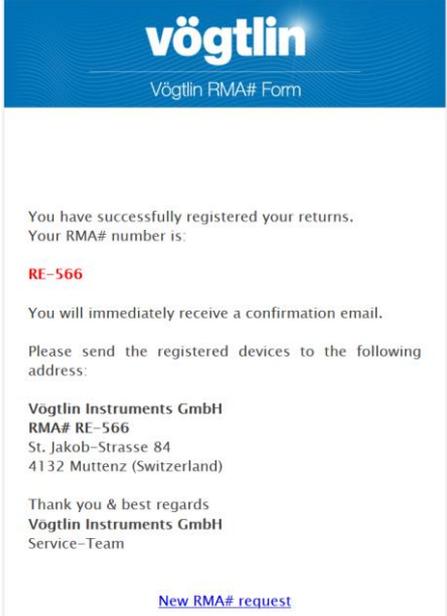
Instrument type	Value in €
red-y devices (smart/compact)	250
Flowline-devices (Q-Flow/V100)	50
M-Flow Valves	25
System boxes	500

Shipping

You can send your shipment to the specified address according to your preference. There are no customs documents needed as the clearance is carried out by VI. Any accompanying document (eg. delivery note) will facilitate the internal process at VI.

Procedure

Description	Illustration
<p>1. Open web form:</p> <p><a href="https://voegtlin.wufoo.com/forms/w7p6k5/">https://voegtlin.wufoo.com/forms/w7p6k5/</a></p>	
<p>2. Complete the form:</p> <ol style="list-style-type: none"> <li>a. Company*</li> <li>b. Contact person*</li> <li>c. E-Mail*</li> <li>d. Phone no. for call-back</li> <li>e. Specify sender country*</li> <li>f. Weight of packaging (kg)*</li> <li>g. Anticipated shipping schedule*</li> <li>h. Accompanying documents</li> </ol> <p>* = required fields</p> <p>Confirm with button: </p>	
<p>3. Information on item/position 1</p> <ol style="list-style-type: none"> <li>a. Quantity*</li> <li>b. Device type*</li> <li>c. Serial number(s)</li> <li>d. Error description*</li> </ol> <p>* = required fields</p>	
<p>4. Add another position (Yes/No)</p> <p>5. Repeat steps 3 + 4 for additional positions (max. 5 positions in total)</p> <p>Finish with button: </p>	

Description	Illustration
<p>6. The RMA # and shipping instructions with the exact delivery address (see below) appear on the confirmation page.</p> <p>Sender country within EU:</p> <p>Küppers Elektromechanik GmbH Service VI: RMA# RE-XXXX-XX Lehmgasse 13 DE-93444 Bad Kötzing</p> <p>Sender country outside EU:</p> <p>Vögtlin Instruments GmbH RMA# RE-XXXX-XX St. Jakob-Strasse 84 CH-4132 Muttenz</p>	
<p>7. A confirmation e-mail is sent to the address given at the beginning of the registration process (step 2).</p> <p><b>NOTE:</b> Your antivirus software might classify this automatically generated e-mail as spam and place it in your spam folder. If you do not receive this confirmation message, please check your spam folder and mark the sender as safe. By this you ensure that for the next time you get the confirmation message delivered correctly.</p>	

**CHANGE DIRECTORY**

Das vorliegende Dokument ersetzt:	Dokumentnummer:	AA09.0.03	Versionsnummer:	03
<b>Version</b>	<b>Area (page, section)</b>			
01	Document Neuerstellung			
02	Step 6, Address adjusted (Aesch → Muttenz)			
03	Titel: «...from the EU» removed from title Objective and Purpose: New document number for german version AA09.0.02 added. Procedure : Company name: "AG" replaced by "GmbH"			
04	Procedure: Step 6, Street adjusted (Wetzeller Strasse → Lehmgasse)			