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MEMORANDUM

Subject: Shipping Protocol for Repair or Replacement Items

All shipping charges for repair items to Cabletek are to be paid by the customer. As the item is defective, the value for customs purposes is \$10. If item is mailed, there is a handling fee (about \$5) and the customer is strongly advised to insure the item for its purchased value so that a tracking number can be provided. Cabletek pays for shipping charges back to customer only if item is a warranty item.

Cabletek will not be responsible for any duty or brokerage charges incurred if the package has not been labelled in the following manner:

- The customer must state on the commercial invoice whether repair is UNDER WARRANTY, OR A NON-WARRANTY REPAIR.

It must clearly be marked as a TEMPORARY IMPORT ITEM FOR REPAIR, WILL BE RETURNED TO CUSTOMER.

- Because the item is defective, clearly state that the VALUE FOR CUSTOMS is \$10
- The RA number must be clearly labelled on the package.
- If possible, a copy of the warranty should be attached to the commercial invoice.
- Proof of original export attached to commercial invoice is helpful (original tracking #)