



The following document contains information that is necessary for achieving U.S. Customs clearance. All export documents must be accurately completed to meet Export Administration Regulations:

• Repairs

Research Concepts, Inc. must authorize the return of commodities that require importation into the U.S. for servicing. The accurate steps for a fast and efficient repair are as follows:

1. Request and receive a Return Merchandise Authorization number (RMA#).
2. Produce an accurate Commercial Invoice:
 - A. The document must conform to the entry regulations of the foreign country importing the goods.
 - B. The information on all other export documents must be identical to detail shown on the Commercial Invoice.
 - C. In order to avoid duties and taxes for either party, your company must state on all documents that "Goods Are Being Returned To U.S. For Repair".
3. Specify how you would like your repaired unit to return to your country. Please be aware that in case you do not declare a method of shipment, we will use FedEx International Economy. (If available)

Your cooperation is required to ensure the integrity of our International Terms. Therefore, if there are any questions regarding importing and/or exporting repaired merchandise, you may contact me at anytime.

As always, thank you for your continued support.

With kindest regards,

Jessica L. Culwell
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