



## International Warranty and Service Procedures – Commercial Products

### Step 1 – Lawful Shipping of Your Product(s) to IOR

Contact IOR S.A., at the contact information provided below, to receive a RMA (Return Material Authorization) number for *all* items that are being returned for warranty, service, or modifications. [commercial@ior.ro](mailto:commercial@ior.ro), Phone: +40213244261

- IOR S.A.. will not perform any service without an RMA number.
- Complete the **Factory Service or Factory Repair Form** (Included in this document package)
- Record your factory authorized **RMA number** on the Factory Service or Factory Repair Form
- Items may be shipped directly to IOR S.A. at address listed above if you received IOR S.A. approval.
- Comply with all export regulations of your country.

### Step 2 – Lawful Returns of Your Product(s) From IOR

IOR S.A. is prohibited from shipping or receiving items from countries on the EU list of Restricted Countries.

Is your country listed on the EU ? Yes or No

**If you answered “Yes”:** Advance to Section 1 in the documentation section.

**If you answered “No”:** Advance to Section 2 in the documentation section.

## Section 1

Is your country on the EU? Yes or No

If you answered “Yes”:

**Find the IOR local distributor / dealer.**

**Check with IOR for an updated list of EU distributor / dealer.**

- No further documentation is required.
- Upon completion of your warranty or service work your item will be shipped to the local IOR distributor / dealer.
- Upon receiving your item, the local distributor / dealer will ship your item to IOR. You are to notify the IOR distributor or dealer and provide an address if you would like your item shipped to you.
- Shipping charges are explained in the billing section below.

## Section 2

If you answered “No”:

**Find the IOR local distributor / dealer.**

**The following documentation is required to ship your item(s) back to you.**

**Include the following forms when shipping your item(s) to IOR.**

**For distributor / dealer :**

- End User Statement / Nontransfer and Use Certificate** must be sent to IOR in original before delivery.
- Destination Control Statement** must appear on the **Commercial Invoice or Air Waybill of Lading.**

**For Customer:**

- Upon completion of your warranty or service work your item will be shipped to the local IOR distributor / dealer.
- Upon receiving your item, the local distributor / dealer will ship your item to IOR. You are to notify the IOR distributor or dealer and provide an address if you would like your item shipped to you.
- Shipping charges are explained in the billing section below.
- IOR will apply for an Import/Export License, with the ANCEX (Romanian Agency of Export Control) The application approval process can take up to 4 to 6 weeks.

- Shipping charges are explained in the billing section below.
  - Be sure to include the additional necessary forms from listed above
- Documentation must be precise. Slight discrepancies or omissions may prevent your merchandise from being exported or even result in the seizure by the EU or your local government customs. Most documentation is routine for freight forwarders and customs brokers, but the exporter is ultimately responsible for the accuracy of their documents. Any shipping charges that apply will be explained in the Billing section below.

## **Billing**

### **Warranty Repairs**

- IOR will pay the return freight charges on confirmed warranty repairs.

### **Customer Requested Service Work and Modifications**

- The customer is responsible for all freight, insurance, duties, or other fees that may be accrued in shipping items to IOR in the Romania
- The customer will be responsible for all charges for service work or modifications provided by IOR
- Payment in full is required by wire transfer prior to the return of any product. Payment terms subject to change without prior written notice.
- Service items being returned to distributor / dealer who has export licensing agreements will be billed by them.

## **Packing**

Exporters should be aware of the demands that international shipping places on packaged goods. Exporters should keep four potential problems in mind: breakage, moisture, pilferage, and excess weight.

Be sure the goods are prepared using these guidelines:

- Pack in strong containers, adequately sealed, filled, and protected when possible.
  - Packages and packing filler should be made of moisture-resistant material.
  - To avoid pilferage, avoid writing contents or brand names on packages.
  - Other safeguards include using straps, seals, and shrink-wrapping.
- Finally, because transportation costs are determined by volume and weight, specially reinforced and lightweight packing materials have been developed for exporting. Packing goods to minimize volume and weight while reinforcing them may save money, as well as ensure that the goods are properly packed.

## **Labeling**

Specific marking and labeling is used on export shipping cartons and containers to:

- Meet shipping regulations.
- Ensure proper handling.
- Conceal the identity of the contents.
- Help receivers identify shipments.

Exporters need to put the following markings on cartons to be shipped:

- IOR address: **IOR S.A. , 4 Bucovina Street, sect. 3, 030393 Bucharest, Romania**
- Shippers/exporters address.
- Country of origin.
- Number of packages if shipping multiple items. (I.e. 1 of 2 packages total)
- Packages should be clearly marked to prevent misunderstandings and delays in shipping.
- Any older or prior use markings must be completely removed from previously used packaging.

## **Insurance**

Rough handling by carriers and other common hazards to cargo make insurance an important protection for exporters.

The exporter is responsible for insurance. The exporter should either obtain its own policy or insure the cargo under a freight forwarders policy for a fee. If the buyer neglects to obtain adequate coverage, damage or loss to their merchandise will be the responsibility of the exporter. I have read, understand, and comply with the requirements listed above.

Name of Exporter: \_\_\_\_\_

Address of Exporter: \_\_\_\_\_

Signature of Exporter: \_\_\_\_\_