

Tips when shipping (international) instrument for repair/maintenance

- 1- You will need an RMA number which is provided by GDD. This number must appear in the Export reference case of the Commercial invoice.
- 2- Make sure to send the instrument with all its components or defective accessories. If possible, add a list of the content.
- 3- Make sure to inform your Freight forwarder to deliver the equipment to GDD's office. **(Incoterm: DAP – GDD's office, 860 blvd Chaudière, Quebec City, Quebec, Canada)**
- 4- Make sure to inform your Freight Forwarder that **MODAL LOGISTIQUE** is our Canadian Customs Broker.
 - Fill the Commercial invoice using the template
 - Use your company letterhead or logo on the Commercial invoice
 - The sections already completed must remain the same (ex: Consignee...)
 - Complete all the highlighted sections of the Commercial Invoice
 - If your instrument is still under warranty, please specify it as follow: **Reason for Export: Goods to be repaired under warranty in Canada**
 - For your information, the Canadian **HS Tariff # 9813.00.0097** code applies for Canadian goods that return to Canada for maintenance avoiding customs duties.
 - If possible, use the initial purchase value of the instruments as well as the currency \$.
 - Include four (4) Commercial invoices duly signed to the waybill.