



**Power Electronic Measurements Ltd**

Tel: +44 115 946 9657 / Fax: +44 115 946 8515 / Email: [service@pemuk.com](mailto:service@pemuk.com)

## PROCEDURE FOR RETURNING GOODS FOR SERVICING

IN ALL INSTANCES, PLEASE FIRST CONTACT PEM AT [service@pemuk.com](mailto:service@pemuk.com) :

1. Include serial numbers of all goods to be serviced.
2. Where relevant, describe any faults reported by the customer.
3. **BEFORE** shipping the goods, please send electronic copies of the commercial invoice, waybill and packing list to [service@pemuk.com](mailto:service@pemuk.com). PEM can then help the goods to clear customs.
4. PLEASE REMOVE ALL BATTERIES BEFORE RETURNING THE GOODS.

### Commercial Invoices, (for Customs Purposes Only)

Please ensure that the commercial invoice contains the following information:

1. Our name and address which is  
  
**Power Electronic Measurements Ltd  
Gloucester House, 162 Wellington Street,  
Long Eaton, Nottingham,  
NG10 4HS  
UK**
2. The following statements:
  - “These goods are of U.K. origin”
  - “These goods are being returned for repair on a temporary basis under IPR suspension, No. **IP / 0922 / 883 / 24**.”
  - Commodity Code **9030337000**
3. A realistic value for the goods. £250 / \$400 / € 315 for a CWT and £125 / \$200 / €155 for an RCT as being a fair estimate bearing in mind age and wear/damage.
4. Your name, address, email address, telephone number, TAX ID Number, (and EORI number).

### Waybills

Please use a reputable courier such as FedEx or DHL. Do **NOT** use the local postal service as goods will not be properly declared, and will not be traceable if they go missing.

In the box headed “description of goods” please put “Electronic measuring equipment being returned for repair under IPR No. **IP / 0922 / 883 / 24**”.

By following these instructions, the goods will come into the UK without delay and without duty being charged, (incoming or outgoing).

When we receive the goods into our workshop, we will examine them and contact you as soon as possible with our findings and a confirmation of the quotation. We will then await your approval before proceeding with any work.

For further information, please do not hesitate to contact us at [service@pemuk.com](mailto:service@pemuk.com)