

International RMA Guidance Document (2014)

Complete an RMA form

Please do not send back any instruments without first completing an RMA form online. Please go to <http://www.ictinternational.com/support/rma-form/> and submit an RMA form. Please also include a copy of RMA form in the shipment that you are sending to ICT International.

Preparing the Shipment

Pack the equipment properly for shipment. If goods are damaged in transit, ICT International will not be held liable for replacement and/or repair. You will have to make a claim through the carrier of the goods.

Paperwork

You should check with your customs authority. Every country's customs authority has a different procedure and documentation for repairs, which you must research and then follow. This is your responsibility.

You should prepare a commercial invoice indicating:

"Goods are of Australian origin and are being returned to the manufacturer for repair. No commercial transaction has taken place. Instrumentation used for Scientific Research." If you are returning goods under warranty, please also state that they are being returned for "warranty repair".

You will also need to declare the commercial value of the goods.

The harmonized code for ICT International products is **9027.80.3500**. If you are returning instruments manufactured by a company ICT International is the distributor for, please check with ICT International regarding the harmonized code before shipping these instruments.

Insurance

ICT International recommends that the goods being returned for repair be insured. If the shipment is lost or damaged and you didn't insure the goods, or they were underinsured, you will not receive enough insurance reimbursement to replace the goods. If you have any questions regarding the value to use, please contact your customs broker or email ICT International for assistance.

Method

It is up to you to choose which carrier you want to use to send the goods back to ICT International. ICT International strongly suggests that you use a carrier that has a good tracking system, and that you check on its status until it is delivered to ICT International.



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Lithium Batteries and other shipping laws/regulations

It is your responsibility to comply with all international shipping laws and regulations, and those domestic shipping laws and regulations that apply to your country. ICT International will not be held liable for any sanctions or charges laid against you for not complying with such legislation or regulations.

Some ICT International instruments contain **lithium-ion cells**. For example, the Sap Flow Meter, Psychrometer, and various other data loggers contain **lithium-ion cells**. The DRL26 Dendrometer contains a **lithium-metal cell**.

Lithium batteries, which include **lithium-ion cells** and **lithium-metal cells**, have been declared dangerous goods by the International Air Transport Association (IATA). You need to follow the guidelines that apply to your country when shipping goods of this nature, as well as the international guidelines that apply.

ICT International suggests that you consult the *IATA Lithium Battery Guidance Document - Transport of Lithium Metal and Lithium Ion Batteries Revised for the 2014 Regulations* (available free of charge online from the IATA website:

<http://www.iata.org/whatwedo/dgr/Documents/Lithium-Battery-Guidance-2014.pdf>) as well as the *IATA Dangerous Goods Regulations* (55th ed). These should be used in conjunction with the regulations in your own country. If you have any questions or concerns, please contact your carrier company or a dangerous goods shipping company in your country for more information.

The *IATA Lithium Battery Guidance Document - Transport of Lithium Metal and Lithium Ion Batteries Revised for the 2014 Regulations* sets forth the classification of lithium batteries, and exceptions to requiring Class 9 dangerous goods declaration and documentation. Most ICT International data-logging instruments, such as the Sap Flow Meter, contain **lithium-ion cells** contained in equipment (ICAO/IATA Packing Instruction 967, Section II, UN3481), with a watt-hour rating of 4.2 Wh. The AWS1 Automatic Weather Station and the HFD Heat Field Deformation sensor contain a **lithium-ion cell** with a watt-hour rating of 18 Wh. The DRL26 Dendrometer contains a **lithium-metal cell** contained in equipment (ICAO/IATA Packing Instruction 970, Section II, UN3091), with an approximate lithium content of 0.3 g. You can remove the DRL26 cell yourself prior to shipping (see page 20 of the ICT International DRL26 manual), however please note that you will lose all stored data in the logger.

If you are sending instruments to ICT International that contain **lithium-ion cells** or **lithium-metal cells**, ICT International suggests that you closely consult the Classification Flowchart on pages 9 and 10 of the *IATA Lithium Battery Guidance Document - Transport of Lithium Metal and Lithium Ion Batteries Revised for the 2014 Regulations*, and refer to the packing and documentation requirements as set forth in the document. ICT International cannot, and will not, prepare any shipping documents for you or your company.



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Delivery address

Please address your package to: ICT
International Pty Ltd
211 Mann Street Armidale, NSW, 2350
Australia
Ph: +61 2 6772 6770

Contact

If you have any further questions, please contact ICT International:

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