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SPIRIG ERNEST DIPL.ING.
Hohlweg 1
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Rapperswil, 01. Februar 2007

Repairs / Return Shipments of the Spirflame® Microflame Generator

Sehr geehrte Damen und Herren

There are many 10+ years old Spirflame®s spread all over the world. The original sturdy boxing / packaging materials may not be anymore on hand.

Packaging not anymore on hand: Check out section (A)

Spirig has established a shipping container rental program in the USA. A reusable, sturdy, but still lightweight, extra strong plastic shipping container can be sent through UPS from our US or Swiss warehouse to customer. More details see our website www.spirig.com, section SUPPORT. http://www.spirig.com/support/technical_info/spirflame/sf_it_transport.html

Packaging / crate available: Check out section (B)

INSTRUCTIONS:

How to Handle a Return Shipment

- (A) Your Spirflame is defective and you need urgently a replacement .
- (A1) You can rent a Spirflame on a monthly (weekly) base.
- (A2) We send the rental Spirflame packed in a special shipping container.
- (A3) You return the defective Spirflame in the shipping container received with rental unit.
To limit your rental expenses:
We do **guarantee** a repair turn-around time of not more than one week at our works.
Your rental costs can not and will not move out of control.
- (A4) As your repair SF reaches our repair / upgrading center it is carefully inspected.
We then quote you the repair at a fixed price.
You agree to our cost and we start repair right away.
Rental time: Do not delay **your** answer on the quote proposal. Time ticks.

- (B) **SHIPPING** a Spirflame to Spirig:
- (B1) **Always empty** the Spirflame® from the electrolytic fluid.
Electrolytic fluid is CORROSIVE.
CONSULT the Spirflame Owners manual "How to Change the Electrolyte Fluid".
- (B2) **RETURN** authorization (RA) from Spirig is needed when shipped without that special

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Spirig shipping container.

You can also use your own packaging, maybe you have stored the original crate when we had delivered the Spiriflame®.

(B2a) This letter addressed to your company is your RA.

(B3) **Freight** to Spirig must be **PREPAID** by sender.

We can not accept freight collect shipments unless agreed.

(B4) Always get a quote from your local (airfreight for overseas customers) freight provider.

(B4a) **UPS shipping**: Spirig has a worldwide (most countries) special freight rate arrangement with UPS.

The special Spiriflame shipping container would be the preferred packaging.

We can quote you from Pick-up your location to Spirig Switzerland at a firm price.

Price does **not include local** customs or taxes. Price includes transport, handling and customs clearance service by UPS.

(B5) You might need specific SHIPPING documents for exports from your country. Consult your local freight agent or UPS.

(B6) **EXPORT PROFORMA INVOICE**

You **must** issue a Proforma-Invoice otherwise the export from your country and the import to Switzerland could be delayed.

Example of a proforma Invoice:

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PROFORMA INVOICE: No:

Company name and company address

Place, date:

The company ships through the freight forwarder _____
to the Manufacturer of this equipment,

Dipl. Ing. Ernest Spirig, Hohlweg 1, CH-8640 Rapperswil, Tel. +41 55 2226900

the following used materials covered by this proforma invoice

... pc **USED** Microflame generator SPIRIFLAME® model _____
serial no. _____ returned to Spirig for inspection and eventual repair or discard.

Value for customs purposes: USD 350.-- (used materials) or EUR200.-

Customs Tarif-no.: 8468.2000

If shipper is located in the European Union (EU), then the standard EU origin defining statement for the origin of goods must be added on your proforma invoice as follows:

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The exporter of the products covered by this document declares that, except where otherwise clearly indicated, these products are of Swiss preferential origin.

Place, date

Company name (typed)

Signature

OR

If shipper is located in a country with a Free Trade Agreement between EFTA (Switzerland is a member of EFTA) and ... (Countries like Singapore, Turkey, Korea (South), Israel, Croatia, Mexico, Tunisie, Chile, ...), then a standard declaration of Swiss Origin should be added on your proforma invoice as follows:

The exporter of the products covered by this document declares that, except where otherwise clearly indicated, these products are of Swiss preferential origin.

Place, date

Company name (typed)

Signature

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That's all!

Before sending UPS freight **collect** we need your approval that your company will pay the freight charges Spirig paid to UPS. Spirig charges the UPS freight net 1:1.

UPS Freight costs - Collect Standard/Expedited

Shipper agrees to pay Spirig for the UPS freight charges billed to Spirig

Signature & Date

<file: vd2sf_rep_return>
