



Here are some general packaging guidelines that will help you prepare your package for shipping. You can help to ensure that your package arrives safely and on time. If the guidelines are not followed, the customer will then bear the resulting cost.

SAM BalanceLab - what to do if a return of the plate is necessary



Step 1: Photograph the defective parts from both sides and send the images to:

service@scienceandmotion.com



Step 2: The BalanceLab MUST be shipped in its original packaging, otherwise the device is not enough protected against damage.



If you do not have the original packaging, you must notify us via email and wait until we have sent you a new box. The cost of the box plus shipping has to be paid by the customer. Customers are liable for damage caused by shipping in a non-original packaging!



Step 3: Repack the BalanceLab with the protective foam parts of the original packaging (left photo).

Step 4: Slide the additional cardboard as extra protection between the outer wall of the box and the black rubberized surface of the BalanceLab (right photo).

Science & Motion Sports GmbH

Attn F Schaab

Boettgerstr. 6

65439 Floersheim

GERMANY

phone: +49 6145 933 8700

Step 4: Use the correct address (see left)

PLEASE NOTE: Shipping from the non-EU countries:

DEFECT FORCE PLATE

CUSTOMS TARIFF NUMBER:

90 31 80 98

VALUE EUR 1.000 / \$ 1.000



A customs declaration is not enough! To avoid that the box gets stuck in customs, you have to make out a Pro Forma Invoice to our company (three signed copies!) and put it on the outside of the box showing the item and value that you see on the left side. If you need help in creating such a Pro Forma Invoice please use the Pro Forma Invoice form on our website

<http://proforma.scienceandmotion.com/>

or contact us:

service@scienceandmotion.com

For damage caused by transport, although the parcel was packed properly, the shipping company is liable. In this case we will notify the customers immediately, who then can call the shipping company in order to claim damages.