



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 PuttLab - what to do if a return of hardware is necessary



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

[service@scienceandmotion.com](mailto:service@scienceandmotion.com)



**Step 2:** Ship the defective parts in a stable box!

**Step 3:** The electronic parts must be well padded inside the box, this means protected by lightweight cushioning materials such as bubble wrap/film, corrugated cardboard or “airbags” (large-volume plastic air cushions).

- ☞ For electronic parts (BaseUnit, FlexTriplet) we recommend 5 - 6 layers of bubble wrap (in addition, you can use paper as a filling for the package, so that the defective parts inside cannot slide around).



**NEVER** send electronic parts in an envelope or padded envelope!

**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)



**In case you are a Gold Support member:**

Without photos and tracking number, we cannot send out exchange parts (quick swap).

The tracking number and photos **MUST** be transmitted by email to:

[service@scienceandmotion.com](mailto:service@scienceandmotion.com)

**PLEASE NOTE: Shipping from the non-EU countries:**

(For returning a BaseUnit:)

**DEFECT ULTRASONIC DEVICE**

**CUSTOMS TARIFF NUMBER:**

**90 31 80 38**

**VALUE EUR 350 / \$ 350**

(For returning a FlexTriplet:)

**DEFECT ULTRASONIC SENSOR**

**CUSTOMS TARIFF NUMBER:**

**90 31 80 38**

**VALUE EUR 180 / \$ 180**



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](mailto: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.**