

Equipment Return Policy

1. Health & Safety

All equipment returned to AMETEK Land must be free from contamination harmful to human health.

By requesting return authorisation using AMETEK Land's 'Return Authorisation Request Form' and by providing the end users company name, postal address, contact name and e-mail address - the end user is declaring that the equipment returned is free from contamination harmful to human health.

Note: AMETEK Land is unable to authorise return of equipment without the end user's details declaring that equipment is free from contamination harmful to human health.

2. Return Authorisation (RMA- Return Material Authorisation).

AMETEK Land must be contacted in advance of equipment being returned.

Before returning equipment to AMETEK Land for service, repair, calibration, certification, warranty, and credit, an e-mail requesting authorisation should be sent to Land.RMA@ametek.co.uk using AMETEK Land's 'Return Authorisation Request Form'. This form is available at the AMETEK Land website – <https://www.landinst.com/pages/product-support>. AMETEK Land's return authorisation reply will contain a budgetary price, return instructions, RMA number, HS code, CPC code, IPR authorisation, Import regulation and conditions of return.

Please complete one form for each piece of uniquely serial numbered equipment that is to be returned.

3. Packaging and Labelling

All equipment should be properly packaged to prevent transit damage. Any loss or damage arising from improperly packaged equipment will be chargeable. A temporary label must be attached to the equipment showing the RMA number. The RMA number(s) should also be written clearly on the outside of the package to enable identification prior to opening.

4. Equipment returned to AMETEK Land from outside the UK

All inbound equipment must be accompanied by return authorisation form, purchase order, shipping invoice, and airway bill (AWB). All documents must reference the RMA number. Ensure that the RMA number is referenced on the AWB using the format: "REPAIR/RETURN RMA #".

The shipping invoice must contain the statement: "Equipment returned to Great Britain under IPR. AMETEK Land Instruments International Ltd IPR Authorisation # IP/0904/574/16. Controlling Office, CITEX Authorisations & Returns, Second Floor East, Fitzroy House, Castle Meadow Road, Nottingham, NG2 1BD". The shipping invoice must also contain HS CODE:# as shown in the authorisation reply.

Land Instruments International
Dronfield, S18 1DJ, England
Tel: +44 (0)1246 417691 Fax: +44 (0)1246 410585
www.landinst.com | www.ametek-land.com

For the fastest and most efficient return of your equipment, AMETEK Land recommends the use of DHL Express who is set-up to handle all of the import procedures automatically.

If DHL Express is not used then the equipment must be returned DDP (Incoterms 2010) – meaning that you are responsible for import into the UK and all applicable duties and taxes.

Copies of all documents must be sent in advance of equipment being returned to Land.RMA@ametek.co.uk

Deviation from this procedure will result in service delays and possible additional costs.

5. **Conditions of Return**

Once the 'Return Authorisation Request' form are completed and returned to Land.RMA@ametek.co.uk, AMETEK Land will use the information provided to give a budgetary quote. A valid purchase order to the value of the AMETEK Land quote must be sent in advance of the equipment being returned. Once the equipment is received, it will be fully assessed – if the budgetary quote is still correct, work will proceed and an order confirmation will be sent detailing the planned completion date and price. If the assessment uncovers additional work that exceeds the purchase order value, AMETEK Land will send a revised quote and request an updated purchase order. Work cannot commence until a valid purchase order is received.

If AMETEK Land is unable to give an indication of the budgetary price at the initial enquiry, a valid purchase order must be sent with a minimum value of 225.00 GBP per item - covering assessment, handling and return of the equipment in the event that service is declined.

Once the equipment is received, it will be assessed and a quote issued. A valid purchase order to the value of the AMETEK Land quote must be received before work can commence. In the event that the quote is declined, please inform AMETEK Land at Land.RMA@ametek.co.uk referencing the RMA number. The equipment will be returned and AMETEK Land will raise an invoice against the purchase order supplied to the minimum value of 225.00 GBP. Upon request, AMETEK Land can also keep the equipment, dismantle and dispose appropriately in accordance with current WEEE directives. All incurred expenses will be waived and the purchase order cancelled.

If AMETEK Land does not receive a valid purchase order for the quoted services or is provided with written instruction accepting or declining the service offered within 90 days, the equipment will be returned and an invoice issued for the initial assessment and return carriage.

6. **Return Address**

Land Instruments International Ltd
Service Centre
Dronfield,
Derbyshire,
S18 1DJ,
England