

72 GDS Helpsheet



*World Leaders in Computer Controlled Testing
Systems for Geotechnical Engineers and Geologists*

Hardware

Return of Goods to GDS

CUSTOMS REQUIREMENTS FOR ITEMS SENT TO GDS FOR WARRANTY OR NON WARRANTY REPAIRS

In accordance with UK customs, any item or items that are sent to GDS from outside the UK that are to be returned to the customer once repaired, must be sent to GDS with the correct customs codes and paperwork. Follow the procedure below to ensure import duty is not charged unnecessarily, and to speed up the entry process helping to ensure the item is returned as quickly as possible.

1. Please advise your shipping company that they will need to raise a custom entry document (C88) which must accompany the goods.

2. **Commodity Code No**

Provide your shipping company with the correct commodity code for the item you are returning:

| Item | Commodity Code |
|---|-----------------------|
| GDS Digital Controllers | 902620 20 0 |
| GDS Triaxial/Consolidation system or components of systems. | 903180 38 0 |
| GDS Triaxial/Consolidation Cell | 902480 99 0 |
| GDS CSWS/SASW | 9015801 9000 |
| GDS Software Dongle | 8471 8000 00 |
| GDS LAB Software | 8523 4045 00 |

If you feel that there is not a relevant code for the products that you are returning please contact GDS & we will be happy to provide you with the correct number.

3. **CPC Number (Customs Procedure Code) = 510001**

Provide your shipping company with the CPC Number of **510001**, this verifies that the item is being returned for repair and has no commercial value.

Please note that the customs invoice / dispatch documents should also clearly state: "Goods Returned for repair under manufacture's warranty".

4. **Return Address**

Please address all returned items as follows:

Returns
GDS Instruments
Unit 32 Murrell Green Business Park
London road
Hook
Hants
RG27 9GR
United Kingdom

Contact Telephone: + 44 (0)1256 382450

If there are any queries regarding this matter please do not hesitate in contacting GDS.

Notes: - Please also ensure that your goods are packed carefully and securely as damage that occurs during transit is not covered by our warranty and may be chargeable. *GDS Instruments reserves the right to charge the customer for time spent rectifying incorrect customs documents.*