

# 174 GDSHelpsheet

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

## REPAIRS/RETURNS

### Sending devices back to GDS for Assessment/Repair

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When sending devices back to our offices in England for assessment and repair, there are a series of steps that will help us to:

- a) Ensure devices are checked to arrive complete and in good condition.
  - b) Provide our technical team with all the information required to diagnose the issues.
  - c) Comply with customs regulations, specially for returns from outside of the European Union
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Please follow the instructions below when returning devices to GDS for assessment/ Repair.

- a) Please make a list of all the devices being sent for inspection. This should also include serial numbers if there are any. Also, if possible, a photograph of the items before packing could also be very helpful to identify any mistreatment during transit. Please insert the list and the photograph into the box for us to use for comparison upon arrival.

If the items are very dense, the entire parcel is likely to be quite heavy without requiring making up for too much volume. This particularly applies for items like pedestals, load cells, pressure controllers, cell bases and others. In such cases, it is important to wrap the items with either bubble wrap or any other soft paper to prevent the edges from getting scratched. When dealing with larger objects, it is also important to ensure that they are packed in such a manner that their movement inside the boxes or crates is restricted as much as possible. For these big devices, strong crates with positioning signalling (i.e this way up) are strongly recommended.

- b) Please provide a brief description of the issues faced with the device and the name of the person that you have been in contact with from GDS. If a member of our technical team has been involved with the decision of the return, please print the emails describing this. If there is a **support ticket number** available (from our support account: [support@gdsinstruments.com](mailto:support@gdsinstruments.com)) please highlight it. This will help us to track the records containing the information interchanged and will speed up the diagnosis process once this stage is reached. Please send these documents along the rest of the items to our offices.
- c) For returns received from outside of the European Union is very important to comply with customs regulations. All warranty returns from outside the European commercial zone are exempt from paying import duty and other taxes once they are ready to be delivered back to the customer. In order to benefit from this exemption, the instructions described in the next page need to be followed and the information requested provided.

If you are not sure about whether your country is part or not of the European Union please go to the following link for more details <http://europa.eu/about-eu/countries/>.

Finally, if you have any questions, or if you need more information please contact [support@gdsinstruments.com](mailto:support@gdsinstruments.com)

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**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.*