



Return Shipping Instructions

In the event that it becomes necessary to return product, please follow these instructions to ensure that shipments are not delayed and instrument turn-around time is minimized.

***Please remove any Anti-foulant paint/coatings that have been applied to the equipment for in-field use prior to the instruments return for service. *Under shipping regulations these products could be considered hazardous goods.**

***The Instrument/sensors must be cleaned of any biofouling before being returned for service**

1. Contact customer service at AML Oceanographic for an RMA (Return Materials Authorization) number via service@AMLoceanographic.com or call +1-250-656-0771.
2. Prepare a standard commercial invoice for shipping to Canada with the following information clearly stated:
 - i. **Full and complete product description**
 - ii. **Equipment Serial Number(s) and HS Code 9015.80.80**
 - iii. **State that "Value for customs purposes only"**
 - iv. **State that "Goods manufactured in Canada "**
 - v. **State that "Goods are returning for repair or service**

****Failure to clearly state the information listed above may result in customs clearance charges relayed to the customer****

3. Fax or email a copy of the commercial invoice and shipment waybill to AML Oceanographic.
Fax: +1-250-3655
4. If shipping the instrument via airline or airfreight, please ensure that the airport of destination is Halifax (YHZ).
5. Import duties and local taxes (government withholding tax and other statutory taxes) are not included
6. Shipping costs are not included and will be charged separately at cost plus

****Please include a copy of this RMA with your return shipment****

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SHIP TO: ****We recommend you use the following as your shipping label****

**AML Oceanographic Ltd.
101 Ilsley Avenue, UNIT 12
DARTMOUTH, N.S. B3B 1S8 CANADA
ATT: SHIPPING & RECEIVING
TELEPHONE: +1-250-656-0771
RMA # _____**