



Additional Instructions for International Customers

For our international customers, please follow the additional instructions below to help facilitate the return of your transmitters to DSI. In many cases, the instructions below will help to eliminate unnecessary delays due to international shipping and customs clearance and will enable us to provide the replacements to you more quickly.

- 1) **When returning transmitters, please include Harmonized Tariff Code 9801.00.1090** on the commercial invoice and packing list; do not indicate any other Harmonized Tariff Code on the export documents.
- 2) **Mark the packages “U.S. Goods Returned”.** *Please ensure that no non-U.S.-origin goods are included in these packages.*
- 3) **Please include the following information** on your international shipping commercial invoice documents. The following statements are very important to avoid customs clearance delays:
 - “Laboratory Animal Implants – Not for Human Use”
 - “The goods listed herein are used goods being returned to the manufacturer for exchange.”
 - “No FDA number or Medical Device number required”
 - “Manufactured in St. Paul, MN, USA”
- 4) **Fax a copy of the commercial invoice and complete shipping information**, including a tracking number, to (1-651) 481-7404 attention: Customer Service.

If the total value of your return shipment exceeds \$2,000.00 USD, you can complete the top portion of the Foreign Shipper Declaration form found in the Returning Products to DSI section located on the website (www.datasci.com) and fax it to the number listed above.

- Marks – Add Air Waybill number to the shipping label which will be used to identify the shipment.
- Number – Indicate the number of shipping containers/packages.
- Quantity – Indicate the total number of products being returned.

5) Return shipments to international customers from DSI

- DSI reserves the right to choose the shipping carrier unless instructed otherwise by the customer.
- Customers may use their own account numbers for UPS or FedEx. Please be certain the account number you provide is good for shipments from the USA to your location and not only for shipping within your country.
- Customers who provide DSI with their carrier account number, should also provide their VAT (value added tax) number. DSI will add that number to the customer’s permanent record and include that in shipments to help avoid additional tax assessments.
- If a customer does not have their own account number, DSI will prepay the shipping charges and add to the customer’s final billing invoice.

Please do not use Temporary Export to return your transmitters.

The transmitters you are sending back to DSI contain unique serial numbers. These same serial numbered devices will not be returned to you. You are ‘exchanging’ your serial numbers for different serial numbers. If you must return your transmitters using a temporary export, please contact cservice@datasci.com. We will make every attempt to return the same serial numbers. However, it may not be possible in all instances and will significantly lengthen your delivery times.

All Other Returns

For our international customers, if you are returning any item other than transmitters, please contact Customer Services at cservice@datasci.com for help determining the correct harmonized tariff code(s). Also, please refer to the Returning Products to DSI for Investigation Instructions located on the website (www.datasci.com).