

Shipping Instructions

May 2023



Please, send your tester to:

Danphone A/S
Tagholm 16
DK-9400
Noerresundby
Denmark

Attn.: Service Department
Tel: + 45 44 44 44

A returned Material Authorisation (RMA) is not needed.

General Shipping Instructions

We recommend you to always ship your tester by courier.
Only include cables, accessories, and power adator etc. if relevant.

In order to avoid possible restrictions due to the built-in battery, we advise you to state “Battery not restricted as per SP67” on the airwaybill.

Non-EU customers are advised the following:

Danphone has been awarded an IPO-Authorisation for the use of inward processing procedure.

Shipping information to be used:

Description: **Futronic test box with accessories.**
HS-Code: **9030 8900** Under the Combined Nomenclature (CN)

Use procedure codes for Outward processing, Return goods or Temporary Export when shipping the Futronic test box to Danphone.

Contact your local forwarder agent to ensure correct procedure is applied.

Shipping Cost

Returning of the tester by Danphone courier service, our standard rate for this is EUR 120, - within Europe and EUR 190, - outside Europe.

If you wish to have the tester returned by your own courier service and cost, kindly advise us of the courier service account number to be used.

Payment terms

7 days net.

Effect payments to

Danske Bank, Prinsensgade 11, Aalborg, Denmark. SWIFT-Code: DABADKKK, Reg. No. 3201, Account No: 3201164133, IBAN: DK15 3000 3201164133. Danphone VAT No: DK 13640378.

NB: It shall be the sole responsibility of the user/owner to ensure that all data from the test box is backed up prior to sending the test box to calibration or repair. Danphone does not assume any liability for any data loss arising as a result of test box calibration or repair.