

Shipping instructions

September 2026



Please, send your tester to:

Danphone A/S
Tagholm 16
DK-9400
Noerresundby
Denmark

Attn.: Service Department
Tel: +45 96 44 44 44

A **Returned Material Authorisation (RMA)** is needed and filled out with the requested information attached to the shipping, either as a hardcopy or electronic attached the mail correspondence regarding the service request.

General shipping instructions

We recommend you always ship your tester by courier.

Only include cables, accessories and power adaptor 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- Authorization for the use of inward processing procedures.

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 forwarding 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. (Prices may vary).

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.

Please note that if you choose to use your own courier account for return shipments, a **20 EUR handling fee** will be applied. This fee covers the extra administrative work and warehouse coordination required when processing returns outside of our standard shipping procedures.

To avoid this fee, we kindly recommend using Danphone's DHL standard shipping solutions for your returns.

Payment terms

Pre or 7 days net.

Effect payments to

Danske Bank, Prinsensgade 11, Aalborg 9000, Denmark. SWIFT-Code: DABADKKK, Reg. No. 3201, Account No: 3402770856, IBAN: DK86 3000 3402 7708 56.
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.