

INTERNATIONAL REPAIR ORDER FORM



IMPORTANT! Please complete this form, pack it with your device and send it to one of our locations. A valid email and phone number are required to process your order and provide status updates. Indicate your preferred payment method (Check, ACH, or Credit Card). If "Need Estimate" is marked, a technician will provide a repair estimate. Your credit card will be charged upon completion of the repair. Minimum bench fee: \$125.

ATTENTION! For all non-US shipments, your carrier/broker must:

1. Declare the reason for export as "Repair and Return" on all customs/commercial documents and use HS/HTS code 9801.00.1012 (or broker-approved equivalent).
2. Bill all inbound duties, taxes, and brokerage fees to you (the shipper)
3. Note that Ag Express will return repaired items with duties and taxes set to Bill Receiver; any applicable charges on the return will be billed to you as the importer of record.

Failure to follow these steps may result in additional duties, taxes, and fees, charged to you by your carrier or customs authority.

IOWA 6280 NE 14th St. Des Moines, IA 50313 P (515) 289-2746 F (515) 289-2754 repairs@agexpress.com	NEBRASKA 3203 Frontage Rd. Grand Island, NE 68803 P (308) 381-2905 F (308) 381-4391 repairs@agexpress.com	INDIANA 312 E. Main St. Sulphur Springs, IN 47388 P (765) 533-4809 F (765) 533-4688 repairs@agexpress.com
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BILL TO

Preferred Payment Method: <input type="checkbox"/> Check <input type="checkbox"/> ACH <input type="checkbox"/> Credit Card
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Name	City
Address	Country
Territory/Province	Postal Code
Contact Name	Contact Phone
Contact Email	Purchase Order #

SHIP TO

Check if Same as Bill To

Name	Phone
Address	City
Territory/Province	Postal Code
	Country

UNIT INFORMATION

In Warranty?	Yes	No	Need Estimate
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If estimate is equal to or less than _____, please proceed with repair.

Unit Type	Model	Serial #
Symptoms/ Issues		
Special Instructions		

RETURN SHIPPING

Carrier: UPS (default) Fed Ex	Shipping Method: Int'l Ground (default) Int'l Expedited
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\$500 Return Shipping Insurance <small>Actual insurance cost will be added to return shipping charge based on carrier rates.</small>	Yes (default)	No	Custom Amount \$	USD
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Use Shipping Account # (Handling charges still apply)
Important: Address must match UPS account address.

PLEASE ENCLOSE WITH UNIT

REPAIR SERVICE WARRANTY POLICY: Ag Express Electronics, Inc. (Ag Express) warrants to its Repair Service customer, if any part replaced by Ag Express during servicing/repair proves to be defective in material or workmanship within one year from the date of return shipping back to customer after repair, Ag Express will (at our option) either replace or repair said part. The part must be returned to Ag Express within 30 days after discovering such defect to receive coverage under this warranty. This warranty does not apply to damage resulting from misuse, neglect, accident, or improper installation or maintenance, or if the product fails due to another failure mode. If said part substantially fulfills the performance specifications, it will not be considered defective. Ag Express shall not warrant nor be responsible for repairs or attempted repairs performed by anyone other than authorized Ag Express personnel. Ag Express does not reimburse for service calls, time, labor, or travel. In no case shall Ag Express be liable for any incidental, special, consequential, or similar damages. The customer is responsible for shipping charges when returning an item for warranty repair. Ag Express will cover the return shipping after the warranty repair is completed, provided it is UPS ground shipping. THIS FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OF MERCHANTABILITY, FITNESS FOR PURPOSE, AND OF ANY OTHER TYPE, WHETHER EXPRESS OR IMPLIED. Ag Express neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with said parts and will not be liable for consequential damages. By agreeing to repair/ service of product, the customer accepts these terms and warranty.