

RMA-Sheet for NON-EU customers



Dear Customer,

If you wish to send in your lens, please issue a proforma invoice indicating the following:

Bill-to-address: Fujifilm Europe GmbH
Heesenstr. 31
40549 Düsseldorf
Germany

Delivery address: Fujifilm Europe GmbH
Siemensring 1
47877 Willich
Germany
Phone: +49(0)211-5089 8956

Notify address: Kintetsu World Express
Mrs. Elke Hahnen
Wahlerstr. 37
40472 Düsseldorf
Phone: +49(0)211-6559221

Full name and serial number of the repair lens (all information should be correctly indicated).

The value of the lens in EUR or USD.

The following sentence should be indicated (if equipment value is > 1.000 €):

“This lens will be sent to Germany for repair and will be returned.”

“Bitte AV-Schein erstellen.” “Keine Verzollung.”

This will save money as our forwarding agent will issue temporary import documents and can thus avoid to pay customs clearance for goods coming for repair in the country.

Please ship the lens by a forwarder using airfreight to Düsseldorf or by TNT, because TNT has a hub in Düsseldorf, which will ease our customs agent ‘s access to the shipment.

Kindly send us a copy of the proforma invoice by email ([Kerstin weisskopf@fujifilm.eu](mailto:Kerstin_weisskopf@fujifilm.eu) or optical_service@fujifilm.eu) so that we can inform our logistic department and customs agent in advance. Many thanks.

Please note that we have to charge 200 € for temporary import documents and return freight. Return shipment will be arranged by our customs agent by airfreight.

In case of warranty claim: Please include a copy of your purchase invoice as warranty proof.

Repair process:

If repair volume is below 500 €, you can proceed without contacting me.

If repair volume is over €, please send me a cost estimate.

Please note, if you deny our repair offer we would charge 41,-- € net and freight cost for our efforts to examine the lens.

Date and signature: _____