

Instructions for Returning Materials to JJ X-Ray

Before sending anything back to JJ X-Ray for “Repair”, “Repair Under Warranty”, or “Upgrade” be sure that:

1. You have an RMA number. The RMA number can be requested by contacting JJ X-Ray (info@jjxray.dk)
2. You have an agreement with JJ X-Ray on what costs you will bear (and how large they are):
 - a) Shipping to JJ X-Ray
 - b) Repair or Upgrade Cost
 - c) Shipping back to you

In preparing for the shipment you should:

1. Indicate where on the product there is a fault.
2. Pack the items securely. We have an insurance which will cover damage/or loss - but only if it is packed properly. Ideally, this would be double boxed. The product in one cardboard box and then this cardboard box in another cardboard box (with some filling material between the boxes).
3. Prepare shipping documents with the following information:

- a) Address to which to send it, including phone and e-mail:

JJ X-Ray A/S
Scion-DTU, Dr. Neergaards Vej 5D
DK-2970 Hoersholm
Denmark

Attn: Eva-Marie Wollenberg

Tel: +45 4776 3000
Fax: +45 4776 3001
E-mail: info@jjxray.dk

- b) Your address and name, including phone and e-mail.
- c) RMA-No.: The number you have received from JJ X-Ray - **important that it is on all documents.**
- d) Content of the shipment.
- e) Value of the contents.
- f) Purpose of the shipment: E.g.: “Repair and return within 3 weeks.”
Import/Export classification (HTS-number): HTS 9022-9060 Parts and accessories based on the use of X-rays.