



SERVICE SHIPPING INSTRUCTION

GENERAL PROVISIONS

Please take into consideration that sending produced by Motion Systems motion platforms or its components without correct description or without primary contact with Motion Systems Support team, may result not only in the incorrect consideration of the complaint, but also in the refusal to implement it in accordance with the General Terms and Conditions of the Order. Proceeding of compliance with the following procedure will allow Motion Systems to carry out repairs in accordance with the law in force in the European Union.

PROCEDURE

1. In case of any hardware failure contact our Support Team via website:
<https://support.motionsystems.eu/>
2. If Support Team confirms the need for repair broken module at Motion Systems facility, then follow procedure:
 - 2.1. Check serial number of broken module and write it down.
 - 2.2. Prepare broken module for shipment and secure it properly to avoid any extra damages during the transportation.
 - 2.3. Generate and send to Motion Systems representative your **PROFORMA** invoice with data as in example below:
 - **PROFORMA INVOICE FROM** (YOUR company data):
 - Company name: XXXX YYYY
 - Company address: XXXX YYYY
 - VAT/REG no. (if applicable): XXXX YYYY
 - **PROFORMA INVOICE TO** (Motion Systems company data):
 - Company name: Motion Systems Michal Stanek
 - Company address: ul. Miedziana 7, 55-003 Nadolice Wielkie, POLAND
 - VAT no: 8862563627
 - **PRODUCT NAME** (the same as in original invoice, if HS Code is not present on your invoice please use: 8543 90, example below):
 - PS-3TM-550 motion module (refinement process) /HS-code: 8543 90, country of origin: Poland/
 - **QUANTITY** (accordingly to the amount being sent, example below):
 - 1 set
 - **UNIT PRICE** (the same as in original invoice, example below):
 - 18 000 EUR
 - **DESCRIPTION / TERMS** (additional description for customs purposes with clear information about serial number of broken module, example below):
 - Proforma generated for customs purposes - refinement process.
 - The module/motion system is shipped to the manufacturer for repair purposes
 - S/N of the broken module: XXXX-YYYYYYYYYY



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3. Wait for Motion Systems representative confirmation of properly generated PROFORMA invoice.
4. Arrange transportation of the broken module to Motion Systems facility, address: ul. Miedziana 7, 55-003, Nadolice Wielkie, POLAND.

