

JJ X-Ray A/S
Scion-DTU, Diplomvej 377
DK-2800 Kgs. Lyngby
Denmark
Phone: +45 4776 3000
Fax: +45 4776 3001
VAT. Reg. No.: 29523215
sales@jjxray.dk
www.jjxray.dk
Bank: Amagerbanken A/S
Amagerbrogade 25
DK-2300 København
Account no.: 5201 9676706
IBAN: DK7152010009676706
Swiftcode: AMBKDKKK

Instructions for Returning Materials to JJ X-Ray

How to Prepare for Products returned for Repair, Repair under Warranty or Upgrade:

- 📄 An RMA number must be issued to you. This can be requested by contacting JJ X-Ray at info@jjxray.dk.
- 📄 Prior agreement with JJ X-Ray must be made in terms of which costs you are willing to accept and the maximum amount for each of the following points:
 - 1) Shipping to JJ X-Ray
 - 2) Repair or upgrade cost
 - 3) Shipping back to you

Packing and Shipping Documents:

- 📄 Items must be packed securely; JJ X-Ray's insurance covers damage/loss, - but only if packed properly. Ideally, items should be double-boxed: The product in one carton box, which is then placed in another carton box with filling material in between.
- 📄 Shipping documents must contain the following information:
 - a) Description of the fault and its location on the respective product
 - b) Receiver's address, including phone no. and e-mail
 - c) Sender's address, including phone no. and e-mail
 - d) Content of the shipment
 - e) Value of the content
 - f) Purpose of the shipment*
 - g) Import/export classification (HTS-number)**
- 📄 Upon agreement with JJ X-Ray, please call FedEx to arrange pickup***
Use our Fedex account 273933573.

Important notes:

*In the description please make sure to define the shipment as "return product". See example next page.

**In 99% of the cases the HTS-number will be "9022-9060 Parts and accessories based on the use of x-ray".

***To avoid extra fees and taxes, JJ X-Ray has signed a favorable agreement with FedEx based on an expected number of shipments annually. Thus we cannot accept other carriers.

For your convenience we have attached a sample shipping document. Purple text is interchangeable.

Sample Shipping Document

Receiver's Address: JJ X-Ray A/S
Scion-DTU, Diplomvej 377
DK-2800 Kgs. Lyngby
Denmark
Att.: Christian B. Mammen

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

Forwarding Agent: FedEx

Sender's Address: Beamline Scientist at HPCAT
APS/LOM434E
Argonne National Laboratory
9700 S. Cass Ave.
Argonne, IL 60439
Att.: H.J Johnson

Tel: +1 630-XXX-XXXX
Fax: +1 630-XXX-XXXX
E-mail: someone@aps.anl.gov

Content: Mechanical Slit system
JJ X-Ray Type 3 Vacuum version

Purpose: For repair and return within 3 weeks

Value for Import Purposes: USD XXX

Tariff Classification: HTS 9022-9060
Parts and accessories based on the use of X-rays