



Repair Return Instructions - International Customers

Microair Avionics Pty Ltd
601 Curtain Ave East
Pinkenba
QLD 4008 Australia

Phone: +61 7 4160 8200
Email: service@microair.aero
www.microair.aero

Repair Return Instructions - International Customers Only

Dear Microair Customer,

If you have a Microair Product which needs to be returned to the manufacturer for repair, please follow these instructions carefully.

All international goods must be accompanied by a Commercial Invoice as a requirement from Customs, (a copy of which follows).

As Microair's Warranty is 'Return to Base', the cost of returning goods to our factory is the responsibility of the sender.

If the goods you return are covered under warranty, the cost of repair and freight back to you are covered by Microair. Goods not covered under warranty terms will need to have the repair and freight costs paid prior to the goods being dispatched from our factory.

The most cost-effective way of sending your goods to Australia is by Express Courier International (ECI) from your local post office. This service also provides shipment tracking functionality. If you wish to insure your goods you will incur an extra charge on top of your regular postage. Please note that when returning goods via the Post, if a value of more than AU\$1000 (US\$700) is entered, you will incur a customs fee. Any amount less than this will allow entry customs free but you will only be covered for this amount on your insurance.

Please note that if you send your goods back by courier such as FedEx, DHL or UPS, you will incur a customs handling charge (minimum AU\$50). In such instances, should Microair be charged any Customs / Courier fees on your behalf, we will include these charges on your invoice.

When completing the freight docket, please ensure that the insured/declared/customs value is the same as the value noted on the commercial invoice. In addition, please also ensure that the 'Bill Sender' box on the freight docket has been ticked.

When returning your goods for repair, please enclose a Customer Fault Information Record. This template can be found on the Microair website and will assist our technicians with your repair and speed up return of your goods. Please advise your return address for goods along with all of your contact details including email address.

Regards,
Service Team
Microair Avionics Pty Ltd

COMMERCIAL INVOICE
AIRCRAFT PARTS

Date: _____

To: Microair Avionics Pty Ltd
601 Curtain Ave East
Pinkenba QLD 4008
AUSTRALIA

Phone: +61 7 4160 8200

Email: service@microair.aero

Web: www.microair.aero

1 x Microair [T2000 Transponder / M760 Transceiver]*, serial number: _____

Goods being returned to country of origin for service repairs and will be re-exported.

Price (for customs purposes only): US\$ _____

**delete if not relevant*

Customer Name	
Customer Organisation	
Return Address	<i>Street Name / No:</i> <i>City:</i> <i>Post Code:</i> <i>Country:</i>
Customer Contact	<i>Telephone/Mobile:</i> <i>Email Address:</i>
Customer Signature	