

February 2017

To whom it may concern,

Please follow these instructions when returning goods for repair to Sercel Singapore Ltd. We are confronted with reoccurring problems for customs clearance, because the documents and goods returned don't match (errors on quantity, part numbers, serial numbers and values)

Please note a correct shipping invoice is the only way we can clear customs, repair and return your goods promptly without incurring additional expenses.

- On all documents and cartons please note "RETURN FOR REPAIR"

Consignee: Sercel Singapore Pte Ltd
68 Loyang Way
Singapore 508758
Attn : Martyn Towle

For customs clearance : Pentagon Freight Services (S) Pte Ltd
27F Loyang Crescent, Loyang Offshore Supply Base,
Block 105 TOPS Street 12,
Singapore 506825
Tel:+65 65420922
Fax:+65 65454912
Website:www.pentagon.com.sg
Email:pentagon@pentagon.com.sg

Shipping marks: RETURN FOR REPAIR
SERCEL SINGAPORE PTE LTD /
C/O PENTAGON FREIGHT SERVICES (S) PTE LTD

- In case of AIR FREIGHT : Use your preferred forwarder, consign the goods as above and send on a freight-PREPAID basis
- In case of COURIER : Use your preferred courier for small packages, consign the goods as above and send on a freight-PREPAID basis
- Insurance is to be taken out by yourselves for the return to Sercel, cover will be provided and invoiced to you for the re-delivery. For goods under guarantee the insurance and re-delivery will be paid for by Sercel
- Packaging, as possible please return the goods in the original packaging or to the same high standard. If you send "printed circuit boards" back without the casing, please make sure the serial numbers are correctly marked on the boards, are visible and in an anti-static bag
- The goods are to be packed in inner carton boxes and put inside strong cases to the international packing standard ISPM15. Man-made wood (chipboard, etc) is acceptable. Packaging must be suitable for long distance AIR/ROAD/RAIL/SEA transportation and resistance to change in climate, rough handling, moisture, rain, corrosion and shocks. The Shipper shall be liable for any damage or loss of the commodity and for any expenses incurred due to improper packing. Also for any rust due to inadequate or improper protection measures used by the Shipper. The Shipper shall also be liable for all relevant expenses incurred if the goods are not packed to the international packing standard ISPM15.

When shipping equipment for repair, please ensure the contents of the packing case cannot move during transit and that nothing can fall out and injure people opening the packing case at the destination.

**Sercel Singapore
Shipping Instructions**

At the time of shipment, a set of the documents must be fax or e-mailed immediately to:

Fax : +65 65451418

TO:

KimJoo.Tay@sercel.com

LayMui.Ng@sercel.com

Kelly.HEW@sercel.com

CC:

Martyn.TOWLE@sercel.com

pohhoon.sim@sercel.com

Your invoice must show:

1. Your Company name, senders name and reference number
2. Our company name and purchase order number or the person to whom the goods are addressed
3. Precise description of goods, part names, part numbers and serial numbers
4. Must state if the goods are under warranty
5. Quantities, net and gross weights, dimensions, item and total values
6. Country of origin
7. Instructions for repair
8. Packing and FOB costs where applicable

If you are not sure about any of the above please contact us, we can also supply you with a model invoice on demand. Any failure to follow these instructions may relate to delay and additional cost, which will be re-invoiced to the owner.

Thank you for your kind co-operation with this matter and please inform all your staff that may be concerned.

Sercel Singapore Pte Ltd
68 Loyang Way
Singapore
508758

Team:

Martyn Towle (HP: +65 98393091)

Kelly Hew

Sim Poh Hoon

Tay Kim Joo (HP: +65 92339208)

Ng Lay Mui

Jenny Lim

Martyn.TOWLE@sercel.com

Kelly.HEW@sercel.com

pohhoon.sim@sercel.com

KimJoo.Tay@sercel.com

LayMui.Ng@sercel.com

jenny.lim@sercel.com

Managing Director

Accounts Manager

Production Manager

Shipping and Receiving Officer

Customer Service Officer

Purchasing & Admin Officer

“With effect from 1 April 2013, Singapore Customs (SC) requires all declarations to be submitted before the goods are exported, including non-controlled and non-dutiable goods exported by sea and air.

Singapore Customs have termed this requirement as Advance Export Declaration (AED).

From 1 Oct 2014, all export declarations must be submitted (3 to 5 days) before export. Companies submitting late declarations are liable to penalties

We require understanding from Clients to provide accurate shipping instruction prior to exportation for AED purposes”
