



Sercel, Inc., 17200 Park Row, Houston, Texas 77084, U.S.A  
(P) +1 281.492.6688 (F) +1 281.579.6555 [www.sercel.com](http://www.sercel.com)

To Whom It May Concern,

All returns must be authorized by Sercel Inc. whether for repair, replacement or warranty. Before any product is returned for repair you must have obtained a Return Material Authorization (RMA) in writing from Sercel Inc.

Please follow these instructions when returning goods for repairs to Sercel Inc. in Houston

**Ship your return to:** Repair Department  
**Sercel Inc.**  
17200 Park Row  
Houston, Texas 77084

Phone: +1 (281)-492-6688  
email: [HOU\\_CustomerRepair@sercel.com](mailto:HOU_CustomerRepair@sercel.com)

Please ensure the RMA number is visible on the box and on accompanying shipping paperwork.

**Air freight shipments should be consigned to:**

**Sercel Inc.**  
17200 Park Row  
Houston, Texas 77084  
Email: [Hou\\_CustomerRepair@Sercel.com](mailto:Hou_CustomerRepair@Sercel.com)

In Handling information field, state: "Please notify Aries Worldwide Logistics +1 281-821-0733 upon arrival"  
Commercial Invoice and packing list describing the goods being returned should be attached to the AWB.

**Ocean freight shipments should be consigned to:**

**Sercel Inc.**  
17200 Park Row  
Houston, Texas 77084  
Email: [Hou\\_CustomerRepair@Sercel.com](mailto:Hou_CustomerRepair@Sercel.com)

On the Ocean Bill of Lading, in field for "**Notify Party**" they should insert:

**Aries Worldwide Logistics**  
1501 East Richey Road Houston, TX 77073  
Office: +1 (281) 821-0733  
Email: [customsbrokerage@ariesww.com](mailto:customsbrokerage@ariesww.com)

\*Ocean logistic documents (commercial invoice, packing list, and Bill of Lading) should be send electronically to [HOU\\_CustomerRepair@sercel.com](mailto:HOU_CustomerRepair@sercel.com) **48 hours prior** shipment to avoid U.S. Customs penalties, delay or storage fees .