

SHIPPING DOCUMENTATION



Customs documentation

When preparing shipping documentation, please follow these bits of advice in order to avoid any delays due to miscommunication at customs.

1. If possible, please name your invoice as **“Non-commercial invoice”** or **“Non-commercial invoice - for customs purposes only”** instead of “Commercial invoice”;
2. If possible, please define the content as **“Optical elements - for testing purposes only”**;
3. If samples should be returned, please include the sentence: **“samples will be returned to sender after testing”**.

Otherwise, customs or logistics companies assume that we are buying samples from you with the intention to re-sell them. Thus, they apply the import procedure, which includes additional taxes. In that case, you will be contacted by customs officer or logistics company regarding additional taxes. Consequently, the samples will be delayed at customs.

Steps 1 to 3 help to identify your package correctly. Then the procedure, which is not a subject of additional import taxes, is applied (Relief from Customs Duty and VAT for goods imported from outside the European Union (EU) for examination, analysis or test purposes).

4. Samples (goods) of total value **below 22 EUR** typically reach our office without any warnings or delays. Only those whose value is higher than 22 EUR are the subject of additional inspection at customs. We fully understand that in some cases your samples have higher commercial value, which should be declared. However, as our mission is testing only, we cannot accept import taxes.

If (according to your internal rules) you have no other choice and need to declare a high commercial value of your samples, please mark **DDP option** (Delivered Duty Paid) when shipping samples. This will not cause additional delays. However, you most likely will be invoiced by logistics representative or EU customs officer.

Please, be aware, if you choose **DDU option** (Delivery Duty Unpaid) instead of DDP when shipping samples with a high declared value of the goods, some delays in the customs are expected. Clarifications with customs officer might take up to two weeks. Your samples will not be released from the custom until they will invoice You. To avoid delays, always choose DDP instead of DDU.

Sample return procedure



1. **Sample return option should be indicated in the inquiry form. Otherwise, the sample will be stored for a limited time* and consequently destroyed.**

2. Sample return procedure starts after a client receives testing results and confirms that samples can be shipped back. Email confirmation is required.

3. There are two sample return options:

- The sample can be returned by LIDARIS. Optimal shipping method will be selected. Shipping cost of 50 Eur will be added to the testing order.
- The sample can be returned via customer’s provided method. Return label must be provided.

Be aware, if shipment information (for instance return label) will not be provided on time, Your sample will be shipped using LIDARIS shipping method. An extra cost will be added to your order.

4. Please note, when samples are shipped back **the total value of the samples (goods) are stated to be below 22 EUR**. If you need to declare a higher value of the goods (despite the fact that they are most likely already damaged), please inform us before you confirm the return of the samples.

*for available sample storage times consult with Your assistance manager.

If you have further questions, contact your assistance manager and we will provide all the guidance you need for a smooth and uninterrupted shipping procedure.

