

February 2023
(Update: Contacts)

To whom it may concern,

Please follow these instructions when returning goods for repair to Sercel Nantes France. 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.

We thank you to comply with our given minimum Customs Values on page 3 of this document.

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

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

Consignee: SERCEL, FAO : Mrs **Emilie LE DU**
17 Rue de Bel Air
44470 CARQUEFOU FRANCE
Tel: +33240301181 / Fax: +33240305898

For Customs clearance : **BOLLORE LOGISTICS**

CONTACT : Service Douane (CUSTOMS)

ADDRESS : ZAC D2A - 4-6 Rue Santos Dumont – CS 70030 44860 St Aignan de Grandlieu – France

TEL: +33 (0)2 40 68 69 54 (Assiongbon ADADE) **EMAIL** : nte.clear@bollore.com

Shipping marks: **RETURN FOR REPAIR**
SERCEL / C/O BOLLORE LOGISTICS

- In case of AIR FREIGHT : Use your preferred forwarder, consign the goods as above and send on a freight-PREPAID basis, incoterms CIP Nantes airport
- In case of COURIER : Use your preferred courier for small packages, consign the goods as above and send on a freight-PREPAID basis, incoterms DAP Carquefou
- In case of shipments with a value less than USD 20: Please ship directly to us at the address indicated as customs clearance is not necessary freight-PREPAID basis
- In case of shipment from EU : Please ship directly to us at the address indicated, for intrastate purpose our VAT registration number is FR 25 378 040 497 freight-PREPAID basis, incoterms DAP Carquefou
- Insurance is to be taken out by your selves 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 board" back without the casing, please make sure the serial numbers are correctly marked on the boards, is visible and in an anti static bag
- The goods are to be packed in inner carton boxes and to be put inside strong wooden cases to the international packing standard ISPM15. Man-made wood (chipboard, etc) is acceptable. Suitable for long distance AIR/ROAD/RAIL/SEA transportation. As well to a change in climate and with resistance to 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 the account of 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.

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

TO: celine.minier@sercel.com
Jessica.DBOISSIEU@sercel.com

CC: snte.import@sercel.com
Emilie.ledu@sercel.com
repair.france@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. Provide the given **RMA number (RNxxxx)**, description of goods, part names, part numbers and serial numbers, custom codes.
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 freight costs where applicable
9. Incoterms
10. Payment terms: without payment, value for customs purpose only

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 Nantes Import & Shipping Department Manager, Mrs Emilie LE DU.

SERCEL NANTES
Shipping Department
17 rue De Bel Air
BP 30429
44474 Carquefou Cedex France (Nr Nantes)
TEL + 33 2 40301181

Team:

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[MINIMUM CUSTOMS VALUES \(IN USD\) FOR YOUR CUSTOMS INVOICE BACK TO SERCEL NANTES](#)

Most current equipment's customs value can be downloaded on website at this link:

<https://www.sercel.com/support/Documents/2019RepairCustomValues.pdf>

If the equipment you plan to return to Nantes isn't listed in it, please contact Nantes Service Center : repair.france@Sercel.com before doing your custom invoice.
