

Product Returns to KRI - Shipping Instructions

Customers must contact KRI to initiate the return process prior to shipping the product back to KRI. All returns will be assigned a Return to Vendor (RTV) number. No product of any type will be accepted without an RTV number. This RTV number should appear on the shipment documents and be clearly marked on the outside of the shipping box.

If the original box is not suitable for shipping, the customer is responsible for repacking the product to avoid damage to the product during transportation.

The customer is responsible for shipping charges when returning product to KRI. When the repaired/replaced product is under warranty, KRI will cover shipping back to the customer.

The following information should appear on return documentation:

- RTV number assigned by KRI
- Customer name, address, phone number and extension, email
- Original purchase order number(s), part number(s), serial number(s), and quantity

For international returns the following information should be also included on shipment documents:

- The Schedule B / HTS Code for Repairs & Returns is 9801.10.0000
- Country of Origin – USA
- Incoterm EXW (Ex Works)
- Additional Comments: OEM PRODUCT RETURN. VALUE STATED FOR CUSTOMS ONLY. NO CHARGES TO ULTIMATE CONSIGNEE.

Ship all returns to the following address:

Kaufman & Robinson, Inc.
Attn: Returns RTV #____ (Fill in your return authorization number here)
1330 Blue Spruce Drive
Fort Collins, CO 80524
USA