

INFORMATION FOR NEW CUSTOMERS

IMPORT CUSTOMS CLEARANCE IN YOUR COUNTRY

QINSTRUMENTS ships all orders with FedEx unless the customer requests shipment with a different carrier and/or account number.

The standard delivery terms are: CPT = "Carriage Paid To" INCOTERMS® 2020

Under CPT rules, the seller's risk ends when the first carrier receives the goods from the seller, and the buyer's risk begins when the first carrier receives the goods from the seller.

Buyer's Obligations

- *Payment as stated in the order confirmation / proforma invoice*
- *Cost of import clearance pre-shipment inspection in the country of origin*
- *Import formalities and duties in the country of origin*

We recommend providing the following information when ordering:

1. A contact person for shipping purposes and import customs clearance with complete name, phone number and email address
2. Your import registration number or similar for a trouble-free customs clearance

We add the following documents to the airwaybill:

a delivery note, a commercial invoice, tracking information, and the email address mentioned in your purchase order for FedEx.

If applicable, please follow FedEx's instructions, such as:

1. Import registration number or similar
2. Description of goods
3. End-use
4. Composition

Link to FedEx Clearance:

<https://www.fedex.com/en-us/shipping/international/customs-clearance.html>

Kindly take note of all details in our order confirmation/proforma invoice and our General Terms & Conditions of Sale and Delivery (GTS) <https://www.qinstruments.com/gts/>

In the event of a return of the shipment to QINSTRUMENTS due to a delay in providing the required information, we will be obliged to charge additional administrative fees for a re-shipment.