

Fax : _____ - _____ - _____
Total Pages: _____
Company: _____
Contact Person: _____
Telephone: _____

Shipping Instructions for USA customers:

1. All items must be packaged in anti-static bags and all pin headers must be protected against any damage. If items are returned for credit (approved by TRI-M), they must be shipped in their original packaging.

Warranty is voided on any item received which is damaged as a result of improper packaging. No credit will be issued if any returned item is not shipped in its original packaging.

Send to the following address:

Tri-M Systems, INC.

C/o Pacific Customs Brokers

1124 Fir Ave

Blaine, WA 98230

USA

2. All shipments sent back for repair must be **PREPAID (duty, freight & Brokerage)**. In order to avoid duty and/or brokerage fees, please ensure that packages are sent with a service such as Fedex Priority or UPS Express/Expedited (ie. Shipping services where the brokerage and/or duties are included with the transportation fees). Shipments sent that require brokerage clearance from Tri-M will be subject to these extra charges at your expense (ie. UPS Ground shipments do not include brokerage and you will be charged extra fees). All shipments going to Canada from US need a **COMMERCIAL INVOICE** which will be provided by Tri-M Systems (email attachment).
3. A copy of the commercial invoice must be included with the shipment and must be placed inside a packing-slip pouch on the **outside** of the package. A proof of purchase has to be included inside the box with the product, not on the outside of the box with the commercial invoice. If you fail to do this, additional charges may be applied to your cost of repair.
4. The RMA number must be shown clearly on the **TOP** of the box. Items returned to Tri-M without the RMA number shown clearly on the box will be refused.

Thank you for your co-operation! Please feel free to contact me, if you have other questions or I can be of further assistance!

Yours truly,

Howard Ho

CANADA CUSTOMS INVOICE
FACTURE DES DOUANES CANADIENNES

1. Vendor (Name and Address) / <i>Vendor (Nom et adresse)</i> 		2. Date of Direct Shipment to Canada / <i>Date d'expédition directe vers le Canada</i> ACA506 3. Other References (Include Purchaser's Order No.) / <i>Autres références (inclure le no de commande de l'acheteur)</i> <u>Bill of Lading Reference</u> <u>Internal Reference Number</u>	
4. Consignee (Name and Address) / <i>Destinaire (Nom et Adresse)</i> Tri-M Systems Inc. 100-1407 Kebet Way Port Coquitlam, BC V3C 6L7 Canada		5. Purchaser's Name and Address (if other than Consignee) / <i>Nom et adresse de l'acheteur</i> Same as Consignee	
DRIVERS: Use this BAR CODE for ACROSS clearances		6. Country of Transshipment - <i>Pays de transbordement</i> Direct	IF SHIPMENT INCLUDES GOODS OF DIFFERENT ORIGINS ENTER ORIGINS AGAINST ITEMS IN BOX 12.
8. Transportation: Give Mode and Place of Direct Shipment to Canada <u>Carrier Code / Across Bar Code</u> <u>Carrier Contact Information</u>		9. Conditions of Sale and Terms of Payment (i.e. Sale, Consignment Shipment, Leased Goods, etc.) <i>Conditions de vente et modalités de paiement (p. ex. vente, expédition en consignation, location de marchandises, etc.)</i> Canadian Goods Returning	
10. Currency of Settlement - <i>Devises du paiement</i> US Currency			
11. No of Pkgs / <i>No de</i>	12. Specification of Commodities (Kind of Packages, Marks and Numbers, General Description and Characteristics, i.e. Grade, Quality) / <i>Désignation des articles (Nature des colis, marques et numéros, description générale et caractéristiques, p. ex. classe, qualité)</i> Values for customs purpose only Canadian goods return for repair. Temporary Import for repair. PAGE 1 of 1 (CCI Only) - Invoice Total Reflects All Pages	13. Quantity (State Unit) / <i>Quantité (Préciser)</i>	Selling Price - <i>Prix de vente</i> 14. Unit Price / <i>Prix unitaire</i> 15. Total
18. If any of fields 1 to 17 are included on an attached commercial invoice, check this box / <i>Si tout renseignement relativement aux zones 1 à 17 figure sur une ou des factures commerciales ci-attachées, cocher cette case</i> <input style="width: 20px; height: 20px; border: 1px solid black; margin-right: 10px;" type="checkbox"/> Commercial Invoice No. / N° de la facture N/A		16. Total Weight / <i>Poids Total</i> Net Gross / <i>Brut</i>	17. Invoice Total / <i>Total de la facture</i>
19. Exporter's Name and Address (If other than Vendor) / <i>Nom et adresse de l'exportateur (s'il diffère du vendeur)</i> Same as Vendor		20. Originator (Name and Address) - <i>Expéditeur d'origine Nom et</i> Same as Vendor	
21. Departmental Ruling (If applicable) - <i>Décision du Ministère s'il</i> N/A		22. If fields 23 to 25 are not applicable, check this box <i>Si les zones 23 à 25 sont sans objet, cocher cette case</i> <input checked="" style="width: 20px; height: 20px; border: 1px solid black;" type="checkbox"/>	
23. If included in field 17 indicate amount: <i>/ Si compris dans le total à la zone 17, préciser</i> (i) Transportation charges, expenses and insurance from the place of direct shipment to Canada / <i>Les frais de transport, dépenses et assurances à partir du point d'expédition directe vers le Canada</i> N/A (ii) Costs for construction, erection and assembly incurred after importation into Canada / <i>Les coûts de construction, d'érection et d'assemblage après importation au Canada</i> N/A (iii) Export packing / <i>Le coût de l'emballage d'exportation</i> N/A	24. If not included in field 17 indicate amount: / <i>Si non compris dans le total à la zone 17, préciser :</i> (i) Transportation charges, expenses and insurance to the place of direct shipment to Canada / <i>Les frais de transport, dépenses et assurances jusqu'au point d'expédition directe vers le Canada</i> N/A (ii) Amounts for commissions other than buying commissions / <i>Les commissions autres que celles versées pour l'achat</i> N/A (iii) Export packing / <i>Le coût de l'emballage d'exportation</i> N/A	25. Check (If applicable): / <i>Cocher (s'il y a lieu) :</i> (i) Royalty payments or subsequent proceeds are paid or payable by the purchaser / <i>Des redevances ou produits ont été ou seront versés par l'acheteur</i> <input style="width: 20px; height: 20px; border: 1px solid black;" type="checkbox"/> (ii) The purchaser has supplied goods or services for use in the production of these goods / <i>L'acheteur a fourni des marchandises ou des</i> <input style="width: 20px; height: 20px; border: 1px solid black;" type="checkbox"/>	

LIMITED WARRANTY

TRI-M Engineering Inc. (TRI-M) warrants to the original purchaser for a period of one year from the date of original purchase that the product identified hereon shall be free from defects in material and workmanship. TRI-M's obligation under this warranty is limited to replacing or repairing, at its option, any product within the warranty period, that are returned to TRI-M with proper packaging in the original shipping container(s) and a TRI-M issued RMA number referenced on the shipping document.

The warranty on any TRI-M product shall not apply to defects or damage resulting from:

1. operation beyond the environmental, mechanical and electrical specifications for the product
2. use of non-recommended accessories or optional parts
3. customer-supplied software or hardware
4. unauthorized modification or misuse

Purchaser shall prepay transportation to TRI-M. If returned products are repaired under warranty, TRI-M will pay return transportation charges. Purchaser shall absorb all transportation charges incurred if returned items are for testing, evaluation, assessment or customization.

Product returned for repair under warranty and found not to be defective will be subject to a \$65.00 testing and handling fee plus return shipping charges.

For advanced warranty replacement, a purchase order or credit card is required to secure the cross-shipped item. The defective item must be returned to TRI-M within 7 days after RMA is issued. Otherwise, the replacement item will be invoiced for.

Products repaired by TRI-M during the warranty period are warranted for the duration of the original factory warranty or a period of 90 days from the date of return shipment, whichever is greater.

OUT OF WARRANTY REPAIRS

Any out of warranty repair due to normal failures will be subject to a standard repair charge of \$90 plus any parts cost. Warranty and non-warranty products will be screened for damage. Damaged products considered to be repairable will be repaired. Products damaged beyond repair will be returned unrepaired and a service charge of \$65 plus return shipping charges will apply.

All non-warranty products repaired by TRI-M will be warranted for a period of 90 days from the date of return shipment to the customer.

EXTENDED WARRANTY

Tri-M offers extended warranty coverage on all our products. Please contact Tri-M regarding extended warranty coverage.