

## 1. General

Auditdata offers worldwide shipping via UPS for our products manufactured in Poland, Europe.

## 2. Shipping Terms (Europe)

We offer three Incoterms (International Commercial Terms) options for customers in Europe. These options determine who is responsible for arranging collection, transportation costs, and customs charges.

- **EXW (Ex Works):**
  - Customer arranges collection and pays all charges beyond the factory, including freight, duties, and taxes.
  - Auditdata will provide package dimensions, weight, commercial invoice, packing note, and collection details upon order readiness.
  - Order may be subject to a handling fee if customer does not arrange collection in due time.
  - Customer is Exporter
  - Customer can also have their order shipped EXW on Auditdata's UPS account, they will then be invoiced for freight associated with the shipment.
- **FCA (Free Carrier):**
  - Customer provides their preferred freight forwarder account number (UPS, DHL, FedEx).
  - Auditdata will book shipment collection on customers behalf.
  - Customer must approve the use of our manufacturer, Nordes Sp. z o.o.
  - Customer is responsible for freight costs, duties and taxes (if applicable).
  - Customer is Exporter

## 3. Delivery

Delivery time depends on your location:

- **EU:** Estimated 2-4 business days.
- Auditdata will provide tracking information for customer, upon shipment in the original invoice.
- Auditdata will notify customer of any major delays.
- Delivery to P.O. boxes is not available due to security reasons.

## 4. Returns

To return or exchange an item (SWAP order, repair, or warranty replacement), customer must always contact the Auditdata Service Team at [service@auditdata.com](mailto:service@auditdata.com).

You will receive a 5-digit ticket number for reference. The service team will provide return instructions.

- **Warranty:** If the product is under warranty, the service team can assist with creating a return label.
- **All return shipments must be shipped via Incoterm DDP (Delivered Duty Paid).** Shipments on any other Incoterm or without prior notification may be rejected and returned to the sender.

## 5. Return Address

All expired transducers (SWAP), repairs, or warranty replacements must be returned to:

**Nordes Sp. z o.o.**

Ziemniaczana 15 52-127

Wrocław

Poland

Contact: "Auditdata"

Tel: +48 885556637

Email: [orders@nordesems.com](mailto:orders@nordesems.com)

Ref.: "RMA XXXXX" (Replace XXXXX with your ticket number)

## 7. Return Costs

The customer is responsible for all return and exchange shipping costs unless the unit(s) is under warranty, or customers contract states otherwise.

Customer is responsible for the item until we receive it. Therefore, we recommend using an insured delivery service for the value of the goods.