



*Overall Business Information Valid for  
JVL Distributors in USA*

JVL International ApS  
Bregnerødvej 127  
DK-3460 Birkerød  
Denmark  
Tel: (+45) 45 82 44 40  
Fax: (+45) 45 82 55 50  
E-mail: [sales@jvlusa.com](mailto:sales@jvlusa.com)  
Web: [www.jvlusa.com](http://www.jvlusa.com)  
CVR no.: 27205917  
Bank: Danske Bank

*Date: October 2<sup>nd</sup> 2020*

### **How to order:**

Send the order to e-mail: [sales@jvlusa.com](mailto:sales@jvlusa.com)

### **The order must contain following information:**

- Customers order number
- Product part number according to our "cloud pricelist" – see also <https://www.jvl.dk/ppnb/ppnb.html>
- Delivery address, contact person at delivery address, and telephone number
- Invoice address, and accounts payable e-mail address
- Contact person at the company who placed the order including their phone and e-mail address
- Requested delivery date
- Add contact e-mail to delivery address

We normally process an order within 48 hours (normal working days) and respond with a confirmation, containing price and delivery information. For deliveries sent anywhere other than the customer ordering address, we pass on a third-party drop ship fee from DHL.

This is due to extra handling to remove the customs paperwork that includes your pricing.

If you have any questions concerning order handling please feel free to contact our internal order handling at e-mail: [sales@jvlusa.com](mailto:sales@jvlusa.com)

### **Quotation and pricing information:**

Prices are according to the valid "cloud pricelist" at <https://www.jvl.dk/ppnb/ppnb.html>.

If you have any questions regarding lead times please send us an e-mail on [sales@jvlusa.com](mailto:sales@jvlusa.com)

### **Information about shipments:**

We only use the freight forwarder DHL or TNT. Please inform if you have a DHL or TNT account we should use even if it is only for duty/taxes.

Notice that we do not ship with FedEx or UPS neither on your account or your customers accounts.

The consignment normally takes 3 working days to reach the delivery address in USA when sending with DHL.

### **Stocking distributor in the US:**

For 1-3 pcs orders, you can contact our stocking distributor in the US.

Scott Equipment Co.  
10800 Twin Lakes Pkwy  
Charlotte, NC 28269  
Contact person: Cale Ervin  
[cervin@scotteq.com](mailto:cervin@scotteq.com)  
Tel. no. +1 704 875 1611



## Payment information

All invoicing must be paid in USD by wire transfer to our bank using following information:

Danske Bank  
Munkeengen 30. 1. sal  
DK-3400 Hillerød  
[www.danskebank.dk](http://www.danskebank.dk)

Account: 1471-3170 663594 (Only payment in USD).  
IBAN DK8830003170663594  
BIC/S.W.I.F.T.: DABADKKK (international bank ID)  
Condition of bank expenses: Share – Each party pay own expenses

Besides the cost of the products and shipping, a duty/tax required by US customs are invoiced separately or is invoiced as a part of the shipping invoice if shipment is done at your own account.

The US import duty/tax is typical 2.7% of the amount invoiced for the products, and will not be paid by JVL but invoiced directly to the customer.

If you have any questions concerning payment or related matters please feel free to contact our finance department at e-mail: [accounts@jvl.dk](mailto:accounts@jvl.dk).

## Service and repair policy:

Our policy for all return or repair orders are as follows:

### Repair, investigation and test Costs:

For products outside warranty or if no faults found there is a minimum charge for investigation and testing. For motor/controller/driver 1 hour and for modules ½ hour. DHL freight will also be added if outside warranty repair.

We will repair and return if repair cost is below 50% of new 1 pcs selling price. If repair cost is above 50% will additional repair cost be quoted for your approval before the work is started.

Please inform us within 3 days if you do not want us to investigate, repair and test your product and want shipment to be returned.

### Returning for repair:

Our goal is to ensure that you have a working product as quickly as possible. Often issues can be resolved without having to return the product. (for example, with updated software or firmware).

If the product needs to be sent back to JVL, please provide an accurate description of the problem.

When we receive the product we will perform a series of standard tests. Depending on the type of error we will recommend whether to repair, replace or upgrade.

If we do not find an error, the standard fee for investigation and testing will be charged and the product returned with its test report. Please consult with us to find the true cause of the problem.



**Returning for repair when under warranty:**

If the product is within its warranty period, you may return a product for repair or replacement. You are responsible for shipping costs to JVL. JVL will pay normal economy shipping cost when we ship back to you. JVL Provides a 3 month warranty on all repaired parts.

**Returning for repair outside warranty:**

If you are outside of your warranty period, you may return your product for repair. A fee will be charged for investigation and testing. JVL Provides a 3 month warranty on all repaired parts. You are responsible for shipping costs to JVL.

**Time budget:**

Please allow 2 weeks for results from investigation and testing. We use specialized technicians for investigation and testing. Some tests take 24 hours or more.  
Depending on error and type of repair, final tests are often required to ensure a perfectly working product.  
Take note that for older product range special components may be needed. This will increase the time for a repair.  
Please allow 2 weeks for outside warranty repair from when we have received a valid purchase order number. If you need fast repair please always send a purchase order number along with the shipment.

**Break down / Urgent repair:**

We understand the seriousness of a production breakdown. We offer several solutions to get you up and running again as quickly as possible:

- **Front of the line express repair:** The fee for this service can vary depending on whether you want us to work overtime, into the weekend, etc. Please contact us.
- **Product swap:** Consider swapping your product with a refurbished product at a fixed cost. Please contact JVL for availability
- **Delivery from local stock:** Your local distributor may have the exact motor in stock. Handling fee and express delivery charges will apply.
- **Replace faulty non-warranty product with new:** The option to swap or replace with a new product not covered by your original product's warranty. You should still send the faulty product for repair. Once repaired, you will then have a spare in stock if any problem should arise in the future.
- **Urgent Production of new parts.**  
If a replacement unit is not available from stock we can offer a "fast track" production service. Please contact us if this situation occur.

**Returning for Refund or exchange:**

If you are within 14 days of purchase you may return your product for a refund, minus a 30% restocking fee. An RMA number is still required. You are responsible for shipping costs to JVL.

**Returns and exchanges have certain restrictions:**

Only standard stocked products may be returned.  
Product must be unused and returned in its original packing.  
No signs of wear or mounting is accepted.



**The following Products may not be returned or exchanged:**

Made to order products  
Customized products  
Non stocked products from third party suppliers.

**Status enquiry:**

We will update you with our progress during the repair process. During the process you may still want more information.

Please send inquiries about repair status to [sales@jvl.dk](mailto:sales@jvl.dk) with the RMA number in the subject line.

**Quote Approval:**

If a quote for repair is not approved by the customer after 6 month, JVL will return the goods in the same condition as received. (There will be ongoing contact with the customer, in order to obtain the approval).

The customer will be informed around 2 weeks before the return shipment.

**How to return:**

1. Please fill in our "Return of Goods" form. You can download the form here:  
<http://www.jvl.dk/1032/jvl-forms>
2. Send the form to [sales@jvlusa.com](mailto:sales@jvlusa.com) and you will receive a RMA number.
3. You can save some shipment cost from USA to Denmark if you send shipments with a net weight below 4.5 lbs. to:

Motion & Control Sales, Ltd.  
Att: Dale Fisher  
8083 Mount Holly rd.  
US-45068 Waynesville, OH  
[df@jvlusa.com](mailto:df@jvlusa.com)

Dale Fisher will return the parts to us when he has enough for a bulk shipment.

4. To reduce the EUR import duty/tax on returning items, make an Proforma Invoice with the following information
  - a. Each item with: Quantity; Country of Origin: Denmark; Part#; Weight; Unit Value; Value
  - b. Total Value
  - c. Total Weight
  - d. Type of Export: Temporary
  - e. Terms of Trade: EXW – Ex Works
  - f. Reason for Export: REPAIR AND RETURN SHIPMENT
  - g. Signed with Name, Position, and Date.(See: [http://www.dhl.com/en/express/customs\\_support/customs\\_paperwork/proforma\\_invoice.html#invoice](http://www.dhl.com/en/express/customs_support/customs_paperwork/proforma_invoice.html#invoice) )



### Repurchase and stock exchange policy

We are aware that it will be beneficial for all parties to have an agreement which offers the possibility to renew stock once or twice a year in order to make sure that only products with a certain flow are stocked.

We will therefore offer following terms for renewing the stock:

1. Products which are **max. 12 months** old can be returned for credit minus **30%** restocking fee. The 12 months period is started from the date the products are shipped from JVL (Denmark).
2. The credited products must be **replaced by new products** ordered by the distributor with equal or greater value.
3. In order to minimize administration the stock exchange can take place twice a year. Unless otherwise is agreed it will be in **December and June**.
4. Only **unused** products in **original packaging** can be returned and replaced. If used items are received, they will be rejected and returned at the customer expense.
5. The distributors pay all shipping and freight costs from US to Denmark and from Denmark to US.
6. The exchange policies only cover products shown in the price list and do not cover prototypes, modified products, or special applications for customers.

We trust these terms are acceptable for all parties and will enable you to only have products in stock with a regular flow.

We encourage all our distributors to have a basic stock with our most sold motors and cables,

Best regard,

Bo V. Jessen  
JVL International ApS