

Repair & Return Work Instructions

Owner: Directors, Operations & Sales & Marketing

Department: Operations & Retail

Overview	SMSA handles international repair and return shipments for its customers in Saudi Arabia, said procedure is applied to avoid paying of Customs Duty on a shipment upon its return to Saudi Arabia after repairing in other country(s).
Person Affected	All SMSA employees involved in shipping repair and return for customers
Instruction	<p>Requirement for repair and return shipments out of Saudi Arabia:</p> <ul style="list-style-type: none"> • Shipper has to provide an authorization on his company's' letter head. • The authorization should be duly attested by local chamber of commerce. • The above said authorization letter can be submitted for the span of one year. • Authorization is required only once and the same is renewable upon expiry. • A copy of commercial registration should be attached with the authorization. • The Arabic format can be provided to shipper by fax. • For the Arabic format, shipper can contact our offices in Saudi Arabia at the below given contact numbers. <ul style="list-style-type: none"> ○ Riyadh – Tel +9661-220-1277, Fax +9661-220-1266 (call center +9661-463-3999) ○ Jeddah – Tel +9662-685-0429, Fax +9662-685-0435 (call center + 9662-683-9999) ○ Dhahran – Tel +9663-896-4464, Fax +9663-896-4474 (call center +9663-857-9999) • Shipper has to provide another normal Arabic letter on his company's' letter head for shipping the shipment for repair and return. • The letter should be duly signed and stamped by the shipper's company. • The said letter should have the model and serial number of the equipment/spare parts, for all the items contained. • The Arabic format can be provided to shipper by fax. • For the Arabic format, shipper can contact our offices in Saudi Arabia at the above given contact numbers. • Shipper should provide a color photograph of the watch (could be printed on A4) <p>Additional Information:</p> <ul style="list-style-type: none"> • All the spare parts shipped for repair and return should have the serial number engraved and or stamped, no serial numbers on the stickers which are removable are accepted by customs. • Shipment should be shipped back using SMSA as a courier service. • Depreciated value should be clearly mentioned on the air waybill and commercial invoice. • Upon return of the shipment, value for repair should be clearly mentioned on the invoice. • Customs will charge a duty of 5% on the repair value.

Repair & Return Work Instructions

Owner: Directors, Operations & Sales & Marketing

Department: Operations & Retail

	<ul style="list-style-type: none">• Should there be no repair value mentioned on the invoice up shipments' arrival, customs will assume a 10% of the declared value as the repair charge and will charge the customs duty.• The outbound process will take up to two days from the time of pick up.• The inbound clearance will take up to one day, as the same has to be approved by customs manger.
--	---