

+++Important Notes for Repair or Update Shippings to Jomox+++

Sometimes it may be necessary to send a unit to Jomox for repair. Because we have had hard times and some painful experiences on receiving these repair shippings if sent from outside the European Union, we have made a check list that prevents from bad surprises and long delays on shipping these units to us:

1. If you are sending a package from a non-EU country (e.g. USA, Japan, Switzerland) to Jomox, make sure the unit is **properly packed (double boxed)** and stuffed for the long trip. It must be able to withstand a fall from 1m (3 feet) height onto concrete.
2. Because we can't perform any temporarily customs return procedures for units that are older than 3 years and that have been sold to someone else (practically every unit sold by dealers), the unit **must be imported to Jomox and therefore pass the German customs!**
3. **Add a Commercial Invoice!** The form is available with every parcel service.
4. **Check Merchandise. NO Gift!!! NO Samples!!! NO Return Goods!!!**
5. **Please declare the unit with a LOW VALUE. E.g. SunSyn = \$100 (100EUR), XBASE/AirBase = \$60(50EUR), MBase = \$40(30EUR), T-Res = \$40(30EUR). Not less! And not zero!!** There is no unit with zero value except for samples.
6. Fill in as used/defective SunSyn, defective XBASE and the like.
7. **Tariff No. for all Jomox products is 92079090** = other electronic music instruments w/out keyboard.
8. Import taxes that we (means you) have to pay are: 3.7 % import duty on the declared value plus 19% import VAT!! Just consider what effect a wrong declaration has if you e.g. declare a SunSyn with \$3000 (= you've got to pay \$681 import taxes).
9. **IMPORTANT: Please DO NOT INSURE the package!** If the value doesn't match with the insurance, the customs officers will immediatly believe that the unit is underdeclared. **THIS CAUSES THAT THE UNIT is being STUCK at the customs!!! And this means that we have to REFUSE the shipping** because we can't spend the time with driving 20km to the customs, waiting for 2h in a line with numbers pulled, discuss and argue with super strict German customs officers, fill out forms and pay lots of money to receive a repair by IMPORTING a broken unit that was formerly exported!!!! The insurance doesn't make it safer. It only leads to pay attention for a higher value of the unit and attracts people to steal it or customs officers to demand for higher import taxes. All shippings are insured over a certain amount anyway.
10. **Please make sure the sender is paying for all import taxes.** Otherwise we have to pay the taxes up front and recharge them from our customers.
11. **IMPORTANT: ONLY use UPS, FedEx or DHL EXPRESS!!!** They provide own import handling offices. We don't accept shippings that get stuck in regular customs. This happens with e. g. USPS, DHL standard and other cheap parcel services.
12. Don't forget to add a paper with a short explanation of problems.
13. Don't forget to add your **full return address and a phone number.** Required for return shipping.

The Shipping Address is:

Jomox GmbH
Sophie-Charlotten-Str. 15
14059 Berlin, Germany
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