



Nightforce Optics, Inc. – 336 Hazen Lane – Orofino, ID 83544  
International Sales Phone: 706.377.3192 – Fax: 706.377.3187  
Technical Support Phone: 208.476.9814 – Fax: 208.476.9817  
[www.NightForceOptics.com](http://www.NightForceOptics.com)

## International Warranty and Service Procedures – Commercial Products

### Step 1 – Lawful Shipping of Your Product(s) to Nightforce Optics, Inc.

Contact Nightforce Optics, Inc., at the contact information provided below, to receive a RMA (Return Material Authorization) number for *all* items that are being returned for warranty, service, or modifications.

[productinfo@nightforceoptics.com](mailto:productinfo@nightforceoptics.com)

Phone: 208-476-9814

- **Nightforce Optics, Inc. will not perform any service without an RMA number.**
- Complete the **Factory Service or Factory Repair Form** (Included in this document package)
- Record your factory authorized **RMA number** on the Factory Service or Factory Repair Form
- Items may be shipped directly to Nightforce Optics, Inc. at address listed above.
- A **Declaration for Free Entry of Returned American Products** (Customs form 3111) **must** accompany all returns.  
[http://forms.cbp.gov/pdf/CBP\\_Form\\_3311.pdf](http://forms.cbp.gov/pdf/CBP_Form_3311.pdf)
- Comply with all export regulations of your country.

### Step 2 – Lawful Returns of Your Product(s) From Nightforce Optics, Inc.

Nightforce Optics, Inc. is prohibited from shipping or receiving items from countries on the U.S. State Department or United Nations list of **Restricted Countries**.

Is your country listed on the United States Department of Commerce Crime Control List in section F1, CC1, CC2, or CC3? **Yes** or **No**

The list can be accessed at the following website.

<http://www.gpo.gov/bis/ear/pdf/738spir.pdf>

**If you answered “Yes”:** Advance to Section 1 in the documentation section.

**If you answered “No”:** Advance to Section 2 in the documentation section.

## Section 1

Is your country on the following list? **Yes** or **No**

Austria	Ireland	New Caledonia	South Africa	UAE
Hong Kong	Kazakhstan	Philippines	Sweden	Ukraine
Indonesia	Mauritius	Russia	Thailand	Vietnam

**Check with Nightforce Optics, Inc. for an updated list of countries.**

**If you answered "Yes":**

**Lightforce PTY LTD. has an export license for your country.**

- No further documentation is required.
- Upon completion of your warranty or service work your item will be shipped to Lightforce PTY.
- Upon receiving your item, Lightforce PTY will ship your item to your closest Nightforce Optics, Inc. authorized distributor or dealer for pick up. You are to notify the Nightforce Optics, Inc. distributor or dealer and provide an address if you would like your item shipped to you.
- Shipping charges are explained in the billing section below.

**If you answered "No":**

**The following documentation is required to ship your item(s) back to you.**

**Include the following forms when shipping your item(s) to Nightforce Optics, Inc.**

- **Letter of Intent/End User Statement** must accompany your return.
- **Destination Control Statement** must appear on the **Commercial Invoice or Ocean or Air Waybill of Lading**.
- Nightforce Optics, Inc. will apply for an Export License, with the U.S. Dept of Commerce. The application approval process can take up to 4 to 6 weeks.
- Shipping charges are explained in the billing section below.
- Be sure to include the additional necessary forms from "Step 1" listed above

Documentation must be precise. Slight discrepancies or omissions may prevent your merchandise from being exported or even result in the seizure by the United States Customs or your local government customs. Most documentation is routine for freight forwarders and customs brokers, but the exporter is ultimately responsible for the accuracy of their documents.

## **Section 2**

Upon completion of your warranty or service repair work your item will be shipped directly back to you. Any shipping charges that apply will be explained in the Billing section below.

### **Billing**

#### **Warranty Repairs**

- Nightforce Optics, Inc. will pay the return freight charges on confirmed warranty repairs.

#### **Customer Requested Service Work and Modifications**

- The customer is responsible for all freight, insurance, duties, or other fees that may be accrued in shipping items to Nightforce Optics, Inc. in the USA
- The customer will be responsible for all charges for service work or modifications provided by Nightforce Optics, Inc.
- Payment in full is required by wire transfer or credit card prior to the return of any product. We accept Visa, MasterCard and Discover. Payment terms subject to change without prior written notice.
- Service items being returned to Crime Control Countries in which Lightforce Australia PTY LTD. has export licensing agreements will be billed by Lightforce Australia PTY LTD.

## Packing

Exporters should be aware of the demands that international shipping places on packaged goods. Exporters should keep four potential problems in mind: breakage, moisture, pilferage, and excess weight.

Be sure the goods are prepared using these guidelines:

- Pack in strong containers, adequately sealed, filled, and protected when possible.
- Packages and packing filler should be made of moisture-resistant material.
- To avoid pilferage, avoid writing contents or brand names on packages.
- Other safeguards include using straps, seals, and shrink-wrapping.

Finally, because transportation costs are determined by volume and weight, specially reinforced and lightweight packing materials have been developed for exporting. Packing goods to minimize volume and weight while reinforcing them may save money, as well as ensure that the goods are properly packed.

## Labeling

Specific marking and labeling is used on export shipping cartons and containers to:

- Meet shipping regulations.
- Ensure proper handling.
- Conceal the identity of the contents.
- Help receivers identify shipments.

Exporters need to put the following markings on cartons to be shipped:

- Nightforce Optics address: **Nightforce Optics, Inc. – 336 Hazen Lane – Orofino, ID 83544 USA**
- Shippers/exporters address.
- Country of origin.
- Number of packages if shipping multiple items. (I.e. 1 of 2 packages total)
- Packages should be clearly marked to prevent misunderstandings and delays in shipping.
- Any older or prior use markings must be completely removed from previously used packaging.

## Insurance

Rough handling by carriers and other common hazards to cargo make insurance an important protection for exporters.

The exporter is responsible for insurance. The exporter should either obtain its own policy or insure the cargo under a freight forwarders policy for a fee. If the buyer neglects to obtain adequate coverage, damage or loss to their merchandise will be the responsibility of the exporter.

I have read, understand, and comply with the requirements listed above.

Name of Exporter: \_\_\_\_\_

Address of Exporter: \_\_\_\_\_

\_\_\_\_\_

Signature of Exporter: \_\_\_\_\_