

## Shipping Guide for Customers Outside the United Kingdom

We want you to enjoy a smooth and seamless service from our team here in the UK. We've put together this simple guide to answer questions you may have with regard to shipping to us from outside the UK. We've also included a summary of how we ship back to you.

### Here are 5 simple steps that greatly assist the passage of items to the U.K. and through U.K. Customs:

1. Pack the item you are shipping in a strong box with plenty of padding around the unit. Ensure the unit does not move around in the box when shaken. Do not ship in a bag, even the padded type.
2. Include your contact details and the item fault details on a note placed inside the box. We recommend placing a copy of your order (where applicable) in the box. This is what we need;
  - a. Your full name
  - b. Your billing address (and shipping address if different to the billing address)
  - c. Your email address
  - d. Your contact phone number (cell/mobile is usually best)
  - e. Description of the fault symptoms and anything else you'd like our engineers to be aware of. This is extremely important if faults are intermittent or only occur under specific conditions.
3. Choose a reputable international courier. Depending on your location, popular choices include DHL, FedEx, UPS, USPS, Canada Post and Australia Post. See below for the information your courier may ask you.
4. Fix the shipping documentation required by your chosen courier securely to the box. We advise over-taping shipping labels with clear tape. On occasion U.K. Customs will open the shipment for inspection so it's best to avoid affixing the shipping label where it may be cut to open the box.
5. Provide a value for the unit that is correct for a defective unit. Although we can reclaim UK sales tax applied at import, we cannot yet reclaim import duty. If you believe the unit has a value greater than £250GBP please get in touch with us before shipping.

## Information your chosen courier may request:

### Reason for Shipping:

Send for repair

### Our address (shipping and billing):

Motivelectronics Ltd  
28 Slippers Hill  
Hemel Hempstead  
HP2 5XT  
United Kingdom

### Our contact email address:

[Info@motivelectronics.com](mailto:Info@motivelectronics.com)

### Our contact phone (supports SMS, WhatsApp and iMessage):

+44 7518 430655

### Our EORI number (if shipping from the EU):

GB185350402000

### Customs Tariff Codes (choose most applicable if requested by your courier):

Item Description	Category Path	Tariff Code
Body Control Module / Comfort Module / Instrument Cluster / Central Locking / Security / Climate Control	Vehicle Parts > Body / Cab Parts -> Other	8708299090
Anti-lock braking and stability control modules (ABS / ESP)	Vehicle Parts > Brakes > Other	8708309990
Transmission Control Unit, TCU	Vehicle Parts > Gear Boxes > Other	8708409900
Suspension Control Unit, ECS	Vehicle Parts > Suspension Systems > Other	8708809990
Airbag Control Unit, SRS	Vehicle Parts > Other Parts > Safety Air Bags > Other	8708951090
Engine Control Unit (ECU / ECM / PCM) <b><i>Catch-all for modules that don't fit in the above categories</i></b>	Vehicle Parts > Other Parts > Other > Other	8708999790

## Shipping Back to You

When we ship your item back to you, we will NOT add 20% U.K. purchase tax. However, you may be charged import duty on the repair cost and local purchase tax on arrival back in your country.

Please check your country's policies and charges. We use DHL for all international shipments where possible.