



## May 2011 - Maintenance and International Shipping Info

Scheduled maintenance:	\$160	1-pin field replaceable cutter:	\$185 (if needed)
Battery (if needed):	\$80	2-pin field replaceable cutter:	\$345 (if needed)

Plus return shipping costs.

We accept Visa, MasterCard, and AMEX. Please send payment info with your CYPRES. Include the name on the credit card, card number and expiration date, and the address to where the credit card statement is mailed.

Be sure to include the return shipping address and your phone / email / fax.

The scheduled maintenance takes a minimum of 10 – 12 business days after receipt of the CYPRES. It should be done at 4, and 8 years (CYPRES +/- 3 months, CYPRES-2 +/- 6 months). Maintenance cannot be performed prior to 3 months/6 months before the date of manufacture anniversary.

Please include the battery (if still in date), and cutter(s). CYPRES must have a battery and cutter(s) installed when returned. Battery will be replaced if it has been installed in the CYPRES for more than 21 months (i.e. less than 3 months left in the 24 month maximum battery life.) CYPRES-2 batteries are taken care of at no additional cost during service.

### Shipping from Canada

When sending from Canada, we suggest United Parcel Service. We have developed a method to ship your CYPRES to SSK "Freight Collect" (see [www.CYPRES-USA.com](http://www.CYPRES-USA.com) - UPS will bill SSK's importer account, the cost will be added to your invoice). Recent problems with the US Postal Service / Canada Post have led us to negotiate discounted rates with UPS for Expedited / Express shipping costs to and from SSK (including insurance, approx. \$45.00 US) and we pass the savings on to you! Note: shipping, insurance, and routine brokerage fees are included in this amount, you should only have to pay duty and taxes on the cost of the "repairs" (service and parts). GST, and PST, if applicable in your province, will be billed to you separately by UPS, usually after the delivery of your CYPRES.

If you elect to use Canada Post to ship to SSK, Purolator and Xpresspost-USA allow some form of tracking and insurance coverage. However, our policy is to return via UPS Express (Refer to January 8, 2005 Canadian customer letter).

### Shipments from Other Countries

When shipping from other countries, UPS or the postal service is preferred. Other methods have caused delays, additional costs, and customs problems. Insurance is suggested.

When your CYPRES is returned, your country's duty and tax laws will apply to the cost of "repairs" (service and parts). These charges may be billed to you before or after the return of your CYPRES.

### All International Shipments

On paperwork state:

"RETURN of aeronautical navigation appliance to the U.S. for repair - no Commercial value - to be returned to original owner after repairs completed - HTC 9014.20.8080 - value for Customs purposes \$20.00 US"

Value "for Customs purposes" is independent of "Value for Carriage" (Insurance) - so, insure for the appropriate value, but value for Customs at \$20.00 US. If the package is valued "for Customs purposes" at more than \$1200.00 US, it will be a "Formal" Customs Entry and cost a minimum of \$25.00 for processing by US Customs.

Additional info can be found on our web site. Call or e-mail if you need more info!

