

Shipping & Packaging Instructions

For Shipments Sent From Outside the United States

Use this International Shipping Checklist to prepare your shipment for service, repair, upgrade, or retrofit. Following these steps helps prevent customs delays, extra fees, or processing issues.

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✓ **Step 1 - Complete Your Customs Form Correctly**

When filling out customs or shipping paperwork:

Mark the shipment as "Returning to Manufacturer for Repair"

Mark shipment terms as "Free Domicile"

Do NOT indicate that the receiver (LiTen Up) will pay for:

Customs duties, Brokerage fees, Import fees, Shipping charges

All international charges must remain the responsibility of the sender.

✓ **Step 2 - Use the Correct Customs Description**

On your customs declaration, include wording similar to the following:

"(1) QBOT sewing machine accessory. This QBOT is being returned to the manufacturer for repair and/or operational enhancement in order to prevent the need for future service or repairs. The cost of this work, excluding shipping, is \$1899 USD. After completion of the work, the QBOT will be returned to the customer in their home country. LiTen Up Technologies, Inc. will charge the customer \$1899 USD plus return shipping prior to shipment."

If you are sending a Quilters Cruise Control (QCC), Free Motion Assistant (FMA), or Sidekick, use the same wording above but adjust the product name and service value accordingly.

✓ **Step 3 - Consider Shipping Insurance (Recommended)**

You may wish to insure your shipment while it is in transit. Determine the value you wish to insure and confirm the item value if needed. See product descriptions and pricing on our website Parts page.

✓ **Step 4 - Package Your Item Securely**

Before shipping, confirm the following:

Item is securely packaged in a sealed box, with all components protected from movement/impact

Shipping label and customs documents are attached clearly

✓ **Step 5 - Important Fee Responsibility**

If LiTen Up Technologies receives charges for any of the following:

Customs duties Brokerage fees Import fees Carrier surcharges

These costs will be billed back to the customer. Following the instructions in Steps 2–3 usually prevents these charges.

✓ **Final Check Before Shipping**

Before sending your package, confirm:

Address is correct

Customs declaration wording is correct

Receiver is not responsible for import fees

Package is securely packed

Shipping documents are attached