



Systel International Return Guidelines

To ensure smooth customs clearance and avoid import duties or shipping delays, all items returning to Systel (USA) from outside the United States must follow the four-step process below.

1. Request a Return Merchandise Authorization (RMA)

Contact Systel Customer Support (rma.support@systelusa.com) to initiate your return request. Our Customer Support team will coordinate with the warehouse and issue you a required RMA number. Shipments received without an active RMA number cannot be processed.

2. Prepare Packaging

Demo Units: Repackage the item inside its original factory packaging.

Production Units: Wait for specific packaging instructions from our Customer Support team before boxing the equipment.

3. Submit Export Documentation for Pre-Approval

Before dispatching the shipment, send draft copies of your Commercial Invoice and Packing List to Systel Customer Support for review.

Systel must review and verify the Harmonized Tariff Schedule (HTS) codes, customs value, and transaction value prior to shipping.

Do not hand off the package to the carrier until Systel approves your export documentation.

4. Generate Shipping Labels & Dispatch

Carrier Account: All international returns must use Systel's designated shipping account (FedEx or UPS).

Labels: Once your documentation is verified, Systel will generate and provide your return shipping labels.

Attach the approved documentation and provided shipping labels to the exterior of the package prior to carrier pickup

Please do not hesitate to reach out to rma.support@systelusa.com if you have any questions or need assistance.

