

SEW Ref# SEW\_LET20070032

19<sup>th</sup> July, 2020

Re: Emergency orders to SEW-EURODRIVE FZE

Dear Sir or Madam,

In case of breakdown or other emergency situations, the following conditions need to be considered for units assembled in UAE plant:

- ETA for breakdown orders will be 2 working days for orders received before 10:00 am (GST) and 3 working days for orders received post 10.00 am (GST) provided all requisite parts are in stock post receipt of PO.
- Your PO must include below documents to comply with promised ETA.
  - a. Techno commercially cleared purchase order or stamped and signed SEW Quotation.
  - b. Payment details (in case of "Payment in Advance").
  - c. Trade License, VAT Certificate (KSA, UAE and Bahrain) and Importer code (UAE) applicable only for new Customer to SEW-EURODRIVE FZE.
  - d. Acknowledgment in mail on local bill of entry charges for EXW Shipment.
- The drives will be assembled within UAE working hours (Sunday to Thursday from 9 am to 6 pm). In case of need for an on-duty call outside the UAE working hours, we will charge a supplement of 50% on the order items value.
- For complete geared motor, gear box, motor, inverter and servo motor, the quantity of the order is restricted to **1 PC only**.
- Delivery terms will be EXW Jafza or DAP – Express Courier (Customers in free zone will be mandatory EXW JAFZA).
- To cover the additional process efforts, below express surcharge will be applicable:

Order item value	Surcharge
< 500 €	100% of the item value
500 € > 1500 €	75% of the item value
1500 € > 3000 €	50% of the item value
> 3000 € and above	25% of the item value

\*Minimum order item value charge will be 250 € or above surcharge whichever is higher.

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- If the Bill of Entry (BOE) is required, the charge of 100 Euro will be charged. In case the Bill of entry is managed by the client this amount will be refunded at the submission of the document.
- Any (special) freight costs will be charged additionally.

**General notes**

**IMPORTANT:** Cancellation or changes of emergency orders is not possible.

In case of any questions concerning the above explained process, please contact respective Sales Engineer for your territory or write to [info@sew-eurodrive.ae](mailto:info@sew-eurodrive.ae)

Best regards,

Philippe Acar  
Managing Director

