



## SERVICE AND REPAIRS - INSTRUCTIONS

Labino products in need of repair can be sent to Labino's in-house service center in Sweden or to one of our authorized Service Centers. Please refer to our website at [www.labino.com](http://www.labino.com) to find a current list of service centers.

If you are sending a Labino product to Sweden for repair or service, kindly ship it to Labino's manufacturing and service address listed below.

### ADDRESS YOUR SHIPMENT TO:

Labino Manufacturing & Service  
Vågsnäsvägen 8  
892 42 Domsjö  
SWEDEN

Fax: +46 660 148 15  
Web: [www.labino.com](http://www.labino.com)  
Technical support: [technicalsupport@labino.com](mailto:technicalsupport@labino.com)  
Customer service: [labino@labino.com](mailto:labino@labino.com)

### FOR ALL REPAIRS:

- Include with your shipment, invoice and delivery address details and a 'repair order number' (similar to a Purchase Order number) if you want it included on your invoice. You can also fax this directly to: +46 660 59 192.
- State clearly on your shipping documents that it is a 'RETURN FOR REPAIR'. Any additional expenses in terms of customs duties and tariffs are to be paid by the customer.
- If possible, even cross in the correct box on the shipping form that states that it is a RETURN.
- If you should accidentally send your lamps to our corporate office, naturally we will be happy to forward them to our manufacturing and service facility for you, however kindly be informed that we will need to invoice you for the additional freight.

### QUESTIONS AND SUPPORT?

- Visit our website: [www.labino.com](http://www.labino.com)
- E-mail customer service: [labino@labino.com](mailto:labino@labino.com)
- Phone customer service: +46 8 83 90 70

### FROM NON-EU COUNTRIES:

- If you are shipping a Labino lamp, from a non-EU country, back to Sweden, Swedish Customs & Excise requires that you include a copy of the original invoice or export documents you received when you first bought the lamp from us.
- Labino is not responsible for providing original export documents for customs purposes and does not have the possibility to do so.
- All eventual customs related expenses are the responsibility of the customer shipping to Labino.
- Please remember to clearly state 'RETURN FOR REPAIR' on the shipping documents.

### USEFUL CHECKLIST:

- Copy of original invoice or export documents, if shipping from a non-EU country
- Return delivery address and invoice address
- Write 'RETURN FOR REPAIR' on shipping documents
- Ship door-to-door only and ship to Labino's manufacturing address
- Fill in and enclose the service/repair order form