

SPARE PARTS EXPORT PROCESS

1) Inquiring about components

- If you already know the part number for the part you need, provide us with the part number.
- If you do not know the part number, give us a description of the component, the serial number and spec number (where spec number applies) of the generator and we will find the part number.
- Want to view a recommended spare parts list for your generator, provide us with the serial number and spec number (where spec number applies) of the generator, and we will send you a recommended spare parts list.

2) Requesting a quote

- Once component part number already determined
- We need to know the quantity amount
- Provide us with the customer contact information (Name, Email, Phone)
- Provide us with the shipping destination information
- The shipping methods that we can offer are,
(1) ExWorks our warehouse (This mean you pick it up at our warehouse in Miami or our vendor warehouse).
(2) FOB your freight forwarder in the United States. (This mean we will ship from our warehouse to the destination you specified for example your freight forwarder, port or other destination). (3) CIF port of your preference in your country (This mean we will ship to any giving port in your country).
(4) CIF to your door (Depending on your country regulations we could ship directly to your door), By default we use FedEx, so if you have a preferred method please let us know when requesting a quote.

3) Reviewing the quote

- Make sure Bill To and Delivered To information is correct
- Review the shipping terms
- Take note of the delivery time
- Review the parts description and quantity.
- Review Payment terms
- Review the Brags & Hayes terms and condition which was sent along with the quote

4) Approving the order

- Approve the order, by sending a written statement by way of email, fax or purchase order, approving the purchase per the specified quote.

5) Taxes

- There is a 6% sales tax for the State of Florida. If you are exempt from paying the sales tax, please send us a copy of your resale tax certificate. If you are picking it up at our warehouse or we are sending it to a different destination in Florida, we will need a photocopy of your passport or legal I.D. from your country. If we are shipping it out of Florida, the taxes will be according to the regulation
- All the shipments that final destination is out of the State of Florida are exempt of the 6% sales tax.

6) Making payment

- 100% prepayment must be made before any items are shipped.
- Payment can be made by wire transfer. Wire transfer instructions can be found at the bottom of the quote
- Payment can be made by credit card. If a credit card payment is requested, a credit card authorization form will be sent out. Please fill out the form and send it back.

7) Payment and Delivery confirmation

- Once payment is received a payment and delivery confirmation will be sent out.

8) Duty and Customs

- Duty and Customs are your responsibility, this mean that you need to pay for it according to the regulations of your country.