

North Star Policy for Shipping Items Back to us for Repair or Refurbishment

North Star routinely accepts wildlife collars and bird PTTs for repair and/or refurbishment, and refurbishment can often be done for a very reasonable amount of money, much less than the cost of a new unit. However, please follow the policies and procedures outlined below when preparing to send items back to North Star. And please notify North Star in advance so we can know to look out for specific items. This way, we can alert you if an item does not arrive.

1. Whether you are shipping internationally or domestically, **PLEASE do not declare the items for any value higher than \$100 total.** Use a reliable shipper – like FEDEX or UPS or even the Post Office (**Please do NOT use DHL**) – and declare the items for a low value. This will save North Star from having to pay import duties and taxes, which we would then have to pass along to you, the customer. And this will save you from having to pay exorbitant insurance fees. Used equipment is not worth a high declared value, so don't do it. Declare the cargo for no more than \$100 total.
2. Mark the airbill to allow delivery without signature. I know all of the FEDEX and UPS drivers, and we have a very SAFE place for them to leave packages for me if I am not around. Your package will be delivered safe and sound – and dry – without my signature.
3. I cannot say this emphatically enough: PLEASE PLEASE clean every item that you send back as thoroughly as possible. We have received bird PTTs that were retrieved off dead birds, and they sure smelled the part. Also, we have received collars back with feces, blood, mud, hair, and all sorts of unmentionable odors. Please DO NOT ship equipment to us in this condition as it creates a health concern for our workers and can potentially contaminate equipment for other customers. Clean each item thoroughly with soap and water, and please disinfect each item – especially the collars that may have had blood and/or feces on them. If you do not know what to use to disinfect a collar or PTT, let me know and I will send you some solvent to use.
4. Please do not make North Star responsible for paying any transportation, duties, taxes, etc. If you want to ship something back to us, feel free, but North Star is not responsible for any of the costs.
5. If you are shipping UPS or FEDEX please use the North Star street address, as follows:

Blake Henke
North Star Science and Technology, LLC
3325 Lenzi Lane
King George, VA 22485
410-961-6692

If you are shipping via the postal service, you can send it to either the above address or to:

Blake Henke
North Star
P.O. Box 438
King George, VA 22485

I check both mail boxes every day, so I will get anything that you send.

6. Please include a note in the box with the items returned that explains what you want done and when you need to get the items back. Please be as detailed as possible. Send me an e-mail also with the same information.

7. Feel free to remind me often about your equipment and when you need to get it back. I do not mind the e-mails or phone calls, and it helps keep me on my toes.

SPECIAL NOTES FOR RETURNING WILDLIFE TRACKING COLLARS

If you send a collar(s) back to the lab to have the data dumped, we need to know the following from you:

1. What will happen to the collar once the data is dumped? For safety reasons, we will need to remove and dispose of the battery. This will cost our client \$7 per collar. After that, we need to know if we are to store the collar(s) with us after removal of battery, return to client with no battery, or return to client with new battery in operational condition). NOTE: If you intend to replace the batteries at some point but are not yet ready to get the collars back, we will hold them until you are ready for field work to resume; this way, fresh batteries are not wasted sitting in a collar for months without being used.

2. If we keep the collar and store it, a \$2 per month fee will be assessed per collar stored.