

# Claim filing and Custom clearance procedure

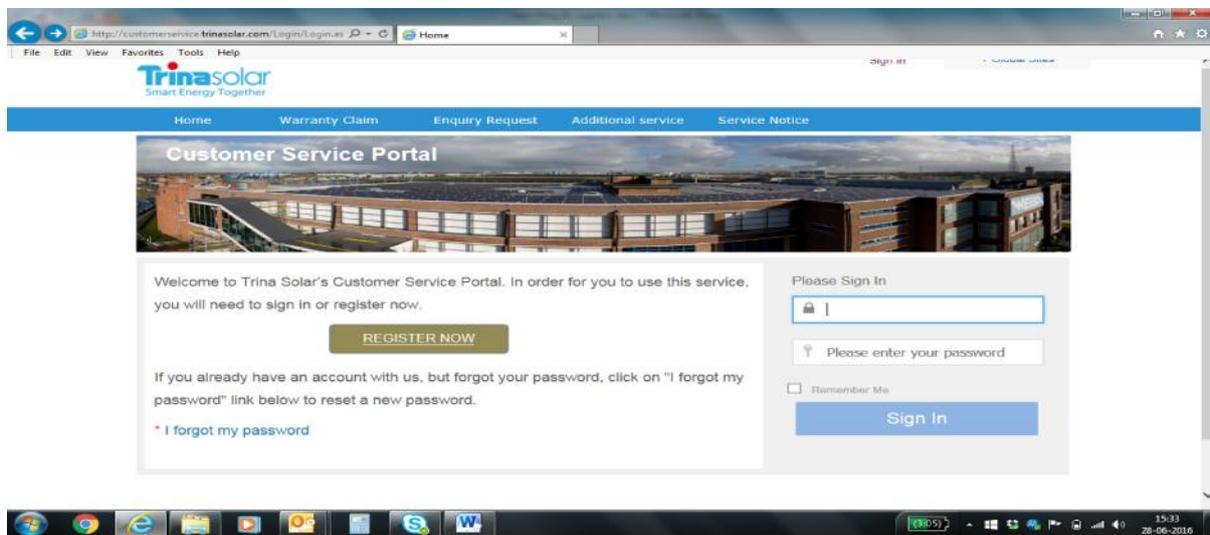
## Module/ Parts Claim Filing in Trina Customer Care Portal:

In order to track the requests / claims from the customers, we have a portal where customers can register and file the claim through the following link:

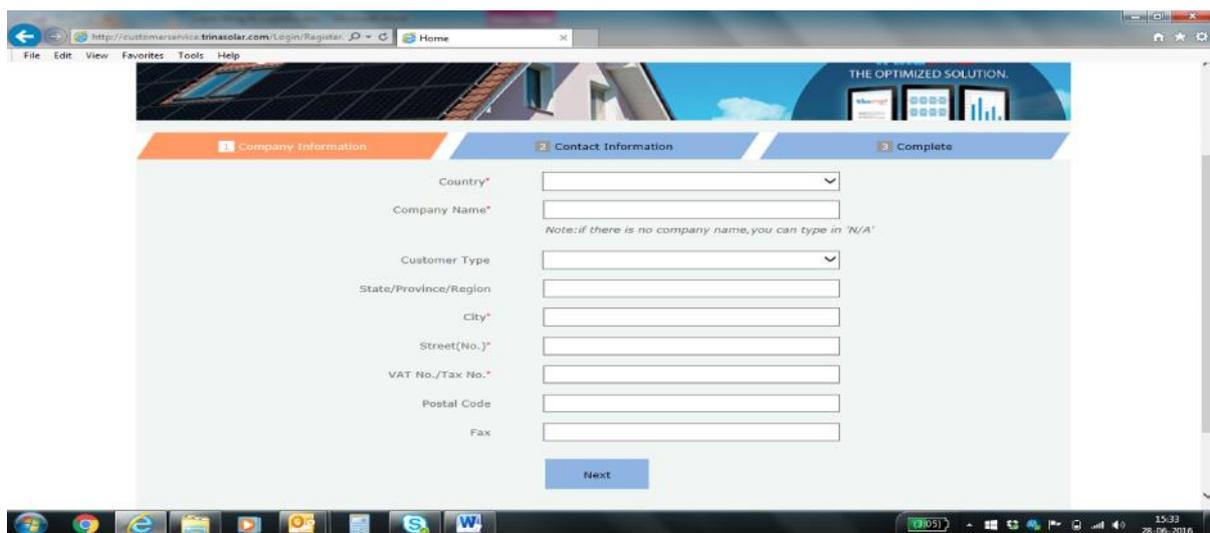
<http://customerservice.trinasolar.com/Login/Login.aspx>

**Important Note:** While registration; please provide the detailed consignee and Notify party address for which the supporting documents are available like Import Export Code (IEC). **No later change for address shall be entertained and customer has to bear the cost for any amendments.**

### 1) Click Register Now



### 2) Fill in details



http://customerservice.trinasolar.com/Login/Register

THE OPTIMIZED SOLUTION.

1 Company Information    2 Contact Information    3 Complete

E-mail Address\*   
*Note: This will be your login ID*

Password\*   
*Note: At least 6 characters.*

Confirm Password\*

First Name\*

Last Name\*

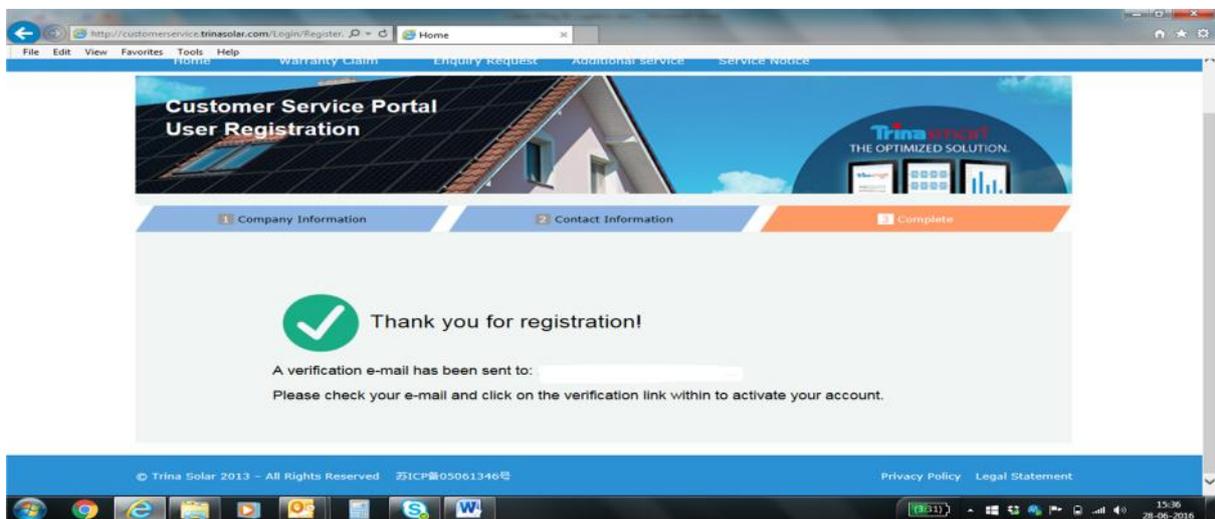
Mobile/Office Phone\*

Salutation

Job Title

I want to receive more information and news about Trina Solar

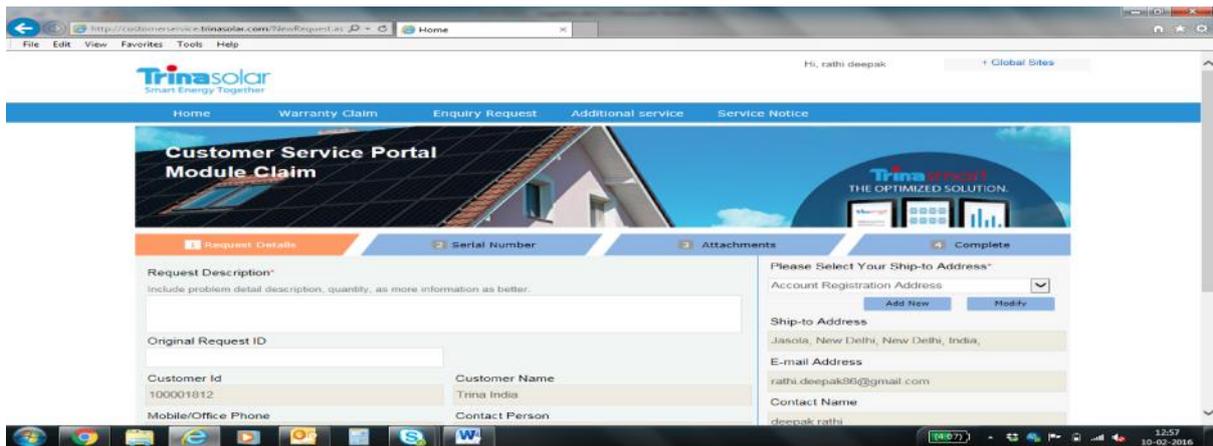
Previous    Finish



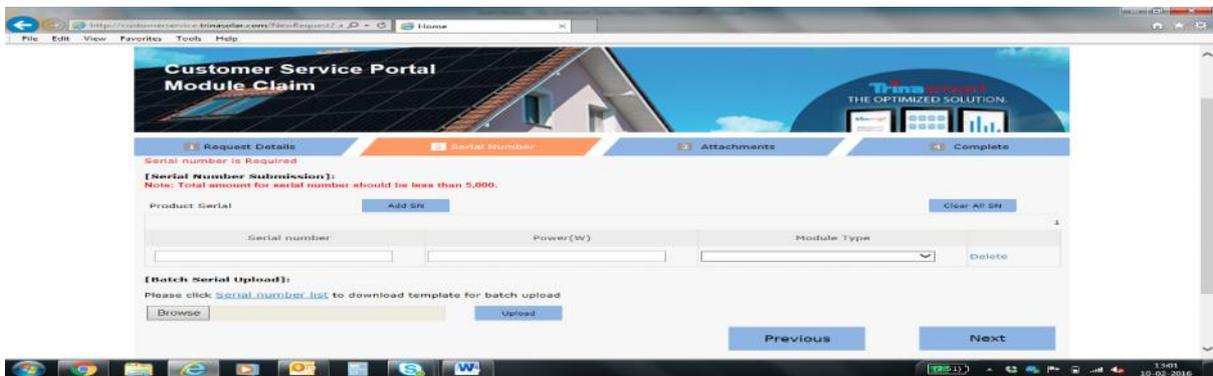
After the verification of email, login with the credentials and follow the below mentioned steps

After the login:

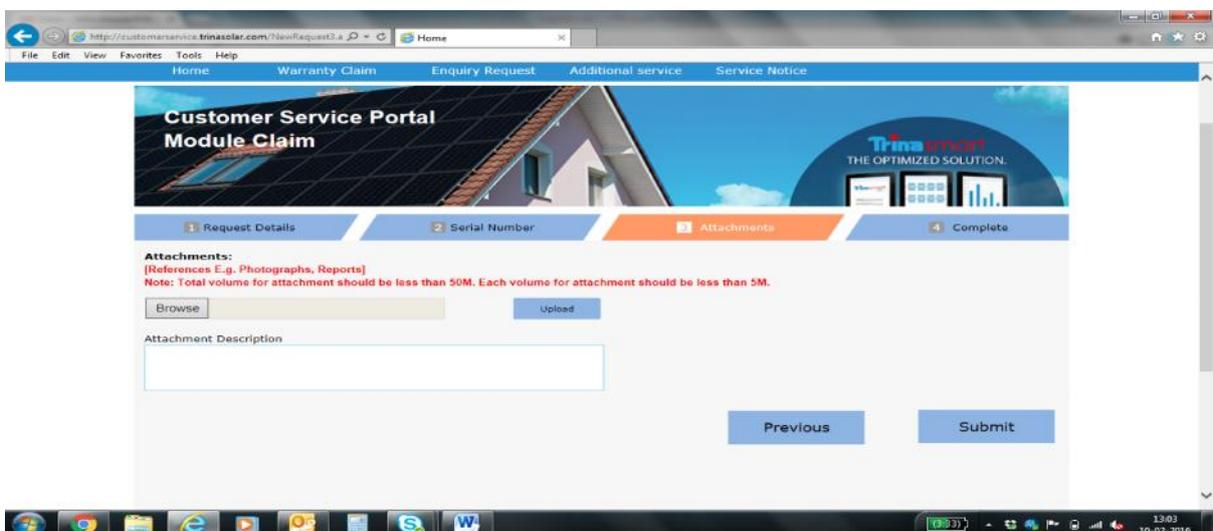
- 1) Select **Module Claim** in the **Post-Sales Support** section.
- 2) In **Request Details** section, provide all the data required like description, quantity etc.
- 3) In the **Ship-to Address** section you can add an address where the material has to be shipped.



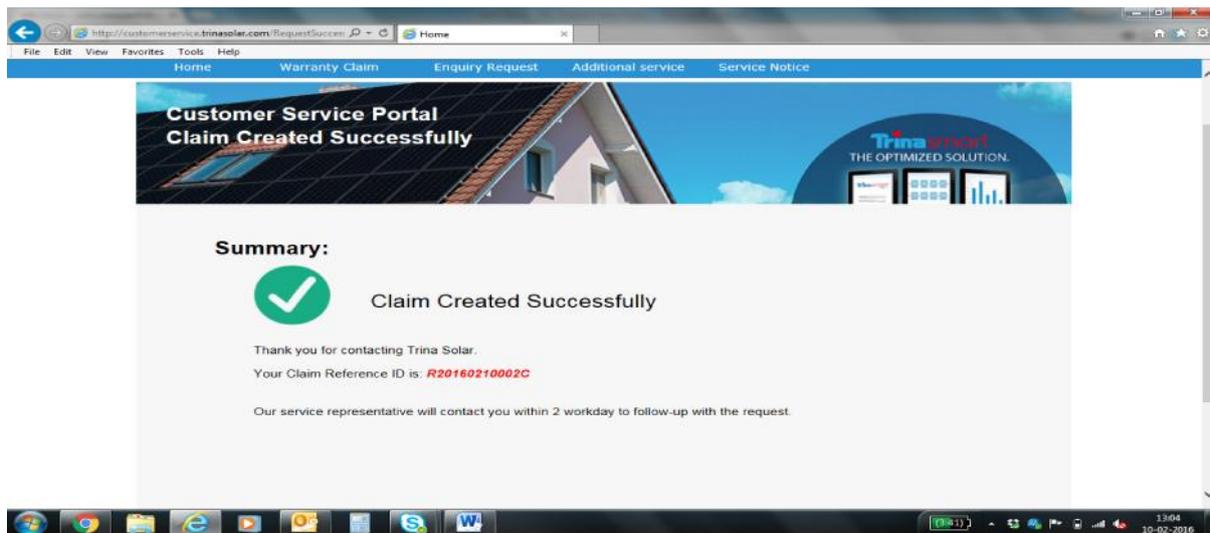
- 4) Click next for jump to **Serial Number** section. Click **Add SN** and provide the details like SN, Power (W) and Type of modules for every reported module.



- 5) Click next to jump to **Attachments** section. Attach here the reports, pictures as an evidence of module failure.



6) Click next to **Submit** the claim. A request number will be generated after the submission.



## Shipment Terms:

After the submission of the request, we will process the request and prepare the shipment ready for the transportation. An ETA/ETD (at/from port) will be provided to the customer once the shipment is ready to ship from the source destination.

Since this will be a DDP shipment, it would be the liability of Trina to deliver the material up to site but at the same time consignee will also be responsible to provide the documents on time. Our forwarder will communicate with you in advance before the arrival of the shipment at the port for mandatory documents as required for the clearance of import shipments.

**Note:-**Consignee is requested to share all the required documents in five working days after the first written communication from the local forwarder. Failing to this, the cost of any penalty/detention or additional charges will have to bear by consignee only.

Please find the general list of documents required for custom clearance:

- Consignee Endorsed Import docs [Invoice, PL, COO, etc....] (Trina will first share the original import docs)
- Consignee Endorsed BL (Trina will first share the original import docs)
- Technical Write-up / Catalogue of Products (Trina will provide)
- Previous BOE.
- KYC
- Customer Registration form
- Self-attested copy of VAT, TIN, PAN, IEC, ST registration.
- AD code Letter from Bank.
- GATT Declaration stamped/signed.
- Factory de-stuffing bond on Letter head duly stamped/signed (in case of FCL)
- Contract and PO copy.

Our forwarder will let you know if there is any requirement of additional documents.