

## Latin America Freight Process

### FREIGHT MANAGEMENT FOR PRODUCT RETURNS ORIGINATING OUTSIDE UNITED STATES:

**A) For all authorized Administrative, Discontinued Product and Technical In-Warranty Returns originating in Latin America, including Mexico.** If returning Product from any of the countries below, please contact UPS, FedEx or DGF (Table B) as indicated on the Transportation Routing Guide (Table A):

- **Table A - Transportation Routing Guide:** Please use the guide below to determine whether DGF, UPS or FedEx should be used:

Approved Countries	Routing Guide
Argentina	<25 kgs and <\$100K = UPS >25kgs or >\$100K = DGF
Brazil	<25 kgs and <\$100K = UPS >25kgs or >\$100K = DGF
Chile	<25 kgs and <\$100K = UPS >25kgs or >\$100K = DGF
Ecuador	<25 kgs and <\$100K = UPS >25kgs or >\$100K = DGF
Mexico	<25 kgs and <\$100K = FedEx >25kgs or >\$100K = DGF
Paraguay	<25 kgs and <\$100K = UPS >25kgs or >\$100K = DGF
Peru	<25 kgs and <\$100K = UPS >25kgs or >\$100K = DGF
Uruguay	<25 kgs and <\$100K = UPS >25kgs or >\$100K = DGF
Colombia	<25 kgs = UPS >25kgs or >\$100K = DGF

- **Table B - UPS\FedEx\DGF:** Please call the local number listed below:

UPS Phone Numbers	
Argentina	541-14-339-2877
Brazil	0-800-726-0655
Chile	800-7425-877
Ecuador	593-239-60000 Quito (593 4) 2398 838/ 2398 793/ 2280 805/ 2291 914 Guayaquil
Paraguay	595-21-451960
Peru	511-264-0105 Lima 511-54-258060 Arequipa
Colombia	571-294-0794
Uruguay	598-2-916-1638
Miami	1-800-PICK-UPS (742-5877)

Fed Ex Phone Number (Mexico Only)	
Mexico	01-800-900-11-00

DGF Phone Number (English Only)	
All Countries	1-866-235-0181

- **Brazil** – Product should be shipped to the following in-country depot:

UPS SCS LOGISTICA (BRAZIL) LTDA.  
Rua Pedro Taques 77  
São Paulo, SP Brasil  
01415-010  
CNPJ/MF: 00462691/0001-45  
IE: 114421705116

- **Rest of Latin America Countries** – Product should be shipped to the Intel Depot in the US.

Intel Corporation, ADC Warehouse  
Attn: RMA#  
5000 West Chandler Blvd  
Chandler, AZ. 85226 USA

**Product Returns from countries not listed above, Product should be shipped to the following Intel Depot in the US:**

Intel Corporation, ADC Warehouse  
 Attn: RMA#  
 5000 West Chandler Blvd  
 Chandler, AZ. 85226 USA

**B) For all authorized Stock Rotation Returns originating in Latin America, including Mexico, the following criteria apply:** Distributor owns the responsibility for returning Product from its "in-country" Location directly to its Warehouse/freight forwarder in the United States. Once the Stock Rotation shipment is in the United States, Distributor owns contacting carrier provided on Authorization Form for collection. Intel will pay for freight charges and arrange for transporting the returned Product to the Intel designated location within the United States. Intel will reimburse pre-established freight charges (see table below) on an estimated cost-per-unit basis for Distributor returning Product from "in-country" Location (from a Distributor Location outside of the United States) to a Distributor Location/Warehouse in the United States only from for the following countries: Argentina, Brazil, Chile, Ecuador, Mexico, Costa Rica, Peru, Paraguay, Uruguay. Freight reimbursement amounts are listed below:

	Tray CPU	BX CPU	DT MB	DT MB Bulk	Server MB	NIC Cards	Server Spares
<b>Argentina</b>	US\$0.57	US\$2.00	US\$5.15	US\$3.43	US\$5.72	US\$0.57	US\$0.57
<b>Brazil</b>	US\$0.59	US\$2.06	US\$5.29	US\$3.53	US\$5.88	US\$0.59	US\$0.59
<b>Chile</b>	US\$0.47	US\$1.65	US\$4.25	US\$2.83	US\$4.72	US\$0.47	US\$0.47
<b>Ecuador</b>	US\$0.57	US\$2.00	US\$5.15	US\$3.43	US\$5.72	US\$0.57	US\$0.57
<b>Mexico</b>	US\$0.30	US\$1.06	US\$2.74	US\$1.82	US\$3.04	US\$0.30	US\$0.30
<b>Paraguay</b>	US\$0.60	US\$2.11	US\$5.42	US\$3.61	US\$6.02	US\$0.60	US\$0.60
<b>Peru</b>	US\$0.56	US\$1.97	US\$5.06	US\$3.37	US\$5.62	US\$0.56	US\$0.56
<b>Costa Rica</b>	US\$0.40	US\$1.40	US\$3.60	US\$2.40	US\$4.00	US\$0.40	US\$0.40
<b>Uruguay</b>	US\$0.70	US\$2.44	US\$6.28	US\$4.19	US\$6.98	US\$0.70	US\$0.70
<b>Average cost</b>	US\$0.53	US\$1.86	US\$5.15	US\$3.43	US\$5.72	US\$0.53	US\$0.57

**FREIGHT MANAGEMENT ORIGINATING IN THE UNITED STATES:**

For all authorized Administrative Returns, Discontinued Product, Stock Rotation and Technical In-Warranty Returns originating in the United States, Distributor is responsible for contacting the carrier to arrange for Product pickup:

Intel Corporation, ADC Warehouse  
 Attn: RMA#  
 5000 West Chandler Blvd  
 Chandler, AZ. 85226 USA

**TECHNICAL IN-WARRANTY RETURN CREDIT WINDOW VARIES BY PRODUCT.**

Please use the table below to determine the warranty time frame window for the Product:

<b>BU</b>	<b>Credit Period</b>	<b>Exchange Period</b>
CPU – Box	3 (three) years	3 (three) years
CPU – Tray	1 (one) year	1 (one) year
Desktop Boards	3 (three) years	3 (three) years
EPSD (Server) Products	180 (One Hundred Eighty) Days	3 (three) years