International Warranty Return Instructions

All goods returning to the US will require a Commercial Invoice. Please search for “Warranty Invoice Template”, unless you prefer to use your own company’s version.

All invoices must show:
- Shipper’s name & address.
- Ship To name and address: ABB Inc, C/O ODW Logistics, 1718 Pearl St, New Berlin, WI 53151.
- Description and quantity of goods returning.
- Value per item for Customs – please use 25% of ABB Commercial Invoice value.
- RMA Number: 300xxxxx.

For Returns from Canada please include:
- Broker name: Livingston International, (800-437-4324, x7028), USCST04@livingstonintl.com
- Importer of Record: ABB Inc., Account 528073.
- For shipments <70 pounds, Ship FedEx with enclosed label.
- For shipments >70 pounds: ship FedEx Freight – Collect.

For Returns outside of the US (excluding Canada):
- For shipments <70 pounds, Ship DHL Express, 969515713.
- For shipments >70 pounds, Ship DHL Global – Collect, ABB Drives New Berlin.

Questions?
Email: ABB.mail@us.abb.com – Subject: Warranty Return Question
Phone: 800-752-0696, option 1