

Case Study

Equipment Manufacturer Delivers Service Parts to Azerbaijan



A US equipment manufacturer sold upstream oil processing equipment to Azerbaijan. The deal was signed on EXW terms and the Azerbaijan customer took care of all transport and logistics. Preparation of shipment documentation was guided by Hellmann in alignment with the final customer.

Starting Situation

During the first month of use, several pulsation stabilizers unexpectedly broke down and the manufacturer wished to perform a free of charge guarantee replacement without involving the customer in related logistics and customs formalities.

The manufacturer has a sales agent in Azerbaijan but this agent was not willing to act as the importer.

Solution

Hellmann was appointed as partner to import and deliver the customs cleared equipment to the customer. At the instruction of the manufacturer, Hellmann also collected the defective stabilizers and returned them to the US for review.

Since the manufacturer has various jobsites throughout Azerbaijan, they decided to ship additional equipment as well to create a small safety stock in Azerbaijan. In the future, standard breakdowns can be served quickly and efficiently from the Hellmann Azerbaijan warehouse.

Conclusion

Appointing Hellmann as the Importer of Record enabled the manufacturer to create a local safety stock and perform guarantee deliveries in a cost effective manner. This solution enables the manufacturer to serve their customers better.

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