



2225 Northwest Parkway  
Marietta, GA 30067

Tel. (800) 778-3723  
Tel. (770) 955-4400  
Fax (770) 955-2577

## Technical Service Loaner Policy

ERBE USA is proud to be able to provide our valued customers with the option of a Loaner Unit(s) [System or Equipment] for the duration of their System being evaluated/serviced by ERBE. We provide this benefit to our customers whether the Equipment is still under warranty or already outside the warranty period. A fee for a Loaner Unit(s) may apply (Note: No Fee for Warranty and Full Service customers.).

- The customer should determine if a Loaner System from ERBE USA is required. At that time, a Return Authorization (R.A.) Number will be assigned for the Equipment being returned for an evaluation/servicing.
- For Systems not covered under warranty or under contractual agreement, a Purchase Order (P.O.) needs to be submitted before Loaner Equipment can be released. The exact Loaner Fee will be provided by ERBE USA's Technical Service Department.
- A copy of this Policy will be faxed to the customer prior to the shipment of the Loaner System. Also an additional copy will be included with the Loaner Equipment.
- Standard shipping methods for Loaner Equipment and evaluated/serviced customer Systems are by UPS 2<sup>nd</sup> day Service Accounts not covered under warranty will be billed all freight charges.
- All requests for expedited or overnight shipping require a P.O. Number for processing. Freight charges will be invoiced at cost.
- It is the responsibility of the customer to ship their Equipment to ERBE for the evaluation/servicing within 5 working days from the request.
- After receiving the returned evaluated/serviced Equipment, the customer is responsible for returning the Loaner Equipment so that it is received by ERBE within 10 working days. Beginning the 11<sup>th</sup> working day an additional Loaner fee per current fee structure will be incurred.

Account Name: \_\_\_\_\_ Date: \_\_\_\_\_

Account Contact: \_\_\_\_\_ Customer Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Should you need any additional information please contact Technical Service.