TECHNICAL SERVICES LOANER POLICY

Erbe USA offers our valued customers the option of a Loaner Unit(s) [System or Equipment] for the duration of the time their Equipment is being evaluated/serviced by our Technical Services Department. Loaner Units are not guaranteed, but are provided based upon availability. The customer must contact Erbe USA's Technical Services to receive a Return Authorization (RA) Number for the Equipment being returned for evaluation/servicing.

If Loaner Equipment is deemed necessary, and available, the customer agrees to the following:

- A copy of this Policy will be faxed/emailed to the customer.
- The customer will complete the policy document and return to Erbe USA agreeing to the terms of the Loaner Policy.
- A $349.00 per unit processing fee will be assessed, if the customer Unit(s) are not covered by warranty, Full Service, or Extended Warranty coverage.
- Standard shipping method for Loaner Equipment is ground service. Shipping charges will apply at published rates. Additionally, a Purchase Order (P.O.) Number or a Shipping Account Number will be required if expedited shipping is requested. The Shipping charges will apply at published rates (Applies to all customers).
- It is the responsibility of the customer to ship their Equipment for evaluation/service to Erbe USA within five (5) working days after receiving the Loaner Unit(s).
- The customer will be responsible for the Loaner Equipment from the time of receipt, until its return to Erbe USA. In the event of damages resulting from improper usage, abuse or during the return shipping process to Erbe USA, the customer will be responsible for any and all related repairs. If the Loaner Equipment is lost or damaged beyond repair, the customer is responsible for the replacement value.
- Upon receipt of the returned evaluated/serviced Equipment, the customer is responsible for returning the Loaner Equipment so that it is received by Erbe USA within ten (10) working days.

Account Name		Date
Contact Name		Customer #
Phone #	Fax #	P.O. #
Email Address	Customer Signature	

Should you require additional information please contact Technical Services.