
LOANER EQUIPMENT POLICY

- Identiphoto Company will make every effort to provide LOANER equipment (the same or a similar model) at no charge, while equipment under warranty is being serviced.
- Customer will ship the defective unit to Identiphoto within 48 hours of receiving the loaner.
- If repair work on unit is not covered by warranty, Identiphoto may supply a RENTAL unit to cover the servicing period.
- ALL EQUIPMENT ON LOAN OR RENTAL MUST BE RETURNED IN THE SAME GOOD WORKING CONDITION AS WHEN IT WAS RECEIVED, OR A REPAIR CHARGE WILL BE ASSESSED.
 - FOR CAMERAS – PLEASE BE SURE TO CLEAN ROLLERS AND HOUSING PRIOR TO RETURN. REPLACEMENT OF BROKEN ROLLERS IS \$59.95.
 - FOR LAMINATORS – CARRIERS MUST BE USED, AND SHOULD BE INSERTED FOLDED END FIRST
 - FOR PRINTERS – REMOVE RIBBON AND/OR LAMINATE SPOOLS.
- Identiphoto will pay freight one way on warranty units.
- Loaner or rental units must be shipped back to Identiphoto within 48 hours of customer's receipt of their repaired unit.
- Equipment not returned within this time frame will result in a daily charge equal to that of Identiphoto's standard rental rate.
- Transit time is not chargeable on rentals or loaners.
- Unit will be returned to the customer by UPS ground (unless another method is specified).
- To return equipment to Identiphoto, we recommend the use of UPS or any other service that provides tracking and insurance capabilities.
- If any item is received in a damaged condition from the freight carrier, Identiphoto and carrier must be notified immediately.

We understand and agree to the above terms.

Customer's Signature

Date

Company Name

Signed copy must be returned to Identiphoto Company before equipment is shipped.