

TITLE: Parts & Labor Repair Options

Category: Support Contracts - Hardware

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Supplied by: Gerber Service – ST

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Summary: This document explains equipment Parts and Labor repair options.

Customers now have two (2) options for sending equipment in for Parts & Labor repairs:**Option 1: "Problem Resolution" Repair**

Only repair what is needed to resolve the Customer's problem.

Customer should make note of and must agree to the following caveats:

- Credit Card or Distributor Purchase Order for \$80.00 Evaluation Fee required. (This fee is charged *only* if the Customer decides to not have the system repaired.)
- 90-Day Repair Warranty only on the parts replaced.
- If other problems arise after this repair, the system will have to come in for Full Parts & Labor evaluation.
- No updates will be done unless it is required to repair the problem.
- No QC testing will be done. The Depot Repair Tech will run tests to determine problem resolution only.
- Customer will receive (via fax) an estimate quotation for the Problem Resolution Repair. This will require the Customer's sign off approval prior to completing the repair. If repair is being paid for by a Distributor P.O. the P.O. must be revised to reflect the cost as indicated on the quotation before going forward with the repair.
- All required shipping container components will be included on the estimate.

Option 2: Full Parts & Labor Repair:

Complete repair, replace, update parts as necessary.

- 90-Day Full system repair warranty.
- Customer will be given a "Quoted Cost" for the repair. (This cost is based on an approximate average repair cost) This amount will be the "non-approval" amount. Payment for this "Quoted Cost" will be secured up front -- either Customer credit card or Distributor P.O.
- Customer will receive (via fax) an estimate quotation for Parts & Labor Repair. If the estimate comes in under or at the amount of the Quoted Cost we will go ahead with the repair without waiting for approval from the customer. (The quotation will still be faxed to them for their information). If the repair is higher than the "Quoted Cost", it requires the Customer's sign off approval prior to completing the repair. If repair is being paid for by a Distributor P.O. the P.O. must be revised to reflect the cost as indicated on the quotation before going forward with the repair
- All required shipping container components will be included on the estimate.

Service Plan discount

If a Service Plan is purchased at the time the Parts & Labor repair is set up the cost of the Service Plan will be reduced by 20%. (NOTE: this discount is not available on Problem Resolution Repair.)