



## STENOGRAPH SERVICE LOANER AGREEMENT

Valued Customer,

Thank you for choosing Stenograph for your writer servicing needs! Enclosed is your "Loaner" Writer for your use while your primary machine is at our facilities. At this time, please take a moment to test your "Loaner" to assure it is functioning properly. Please contact our Technical Support Department at 1-800-323-4247, option 2, immediately if there are any issues so that we may quickly resolve the matter for you. Otherwise, please follow the instructions enclosed on how to send your machine to us for the repairs requested.

By accepting this "Loaner" Writer you agree to the following;

- A) Upon completion of the repair of your primary machine, Stenograph will ship your machine via Federal Express (FedEx) via second business day requiring a signature for delivery.
- B) The "Loaner" will be returned to us using the packaging your repaired machine came in and using the prepaid FedEx billable stamp included within a period of 10 business days from the receipt of your writer. Complete both sides with your name and telephone number and separate. Retain the left side for your records as it will have your FedEx tracking number included so that you may verify return receipt to Stenograph. Peel the backing off of the right side and attach it to the package.
- C) All accessories, (i.e. cables, charger, etc.) included with the loaner must be returned to Stenograph to avoid being invoiced for their replacement.
- D) If the "Loaner" and all of its accessories are not returned within 10 business days of receipt of your repaired writer, Stenograph will issue an invoice for the full retail price including a \$50 per day "Loaner" recovery fee accruing from the 11<sup>th</sup> business day.

If you should have any questions, please do not hesitate to contact our Service Administration Department at 1-800-323-4247, extension 5611, during the hours of 8 AM to 5 PM, Central Standard Time.

Stenograph appreciates your loyalty and we value your continued business.