



DRB Systems, Inc.[®]

Computer Solutions for the Car Care Industry

P.O. Box 550, Uniontown, Ohio 44685
Phone: (330) 645-4200 Fax: (330) 645-2299

Loaner Agreement Terms

As a courtesy to its customers, DRB Systems will occasionally loan equipment while the customer's faulty equipment is being repaired. To ensure that all equipment is returned to DRB Systems in a timely manner, the following guidelines have been instituted. The loaner agreement below is to be read carefully, signed, and returned to DRB Systems.

1. The item needing repair must be received by DRB Systems within ten (10) calendar days from the RMA (Return Merchandise Authorization) issuance date. A loaner fee of ten percent (10%) based on the retail price of the loaner equipment will be assessed if the return exceeds 10 days.
2. Failure to return the item to be repaired within twenty (20) days will constitute a purchase of the loaner. The purchase price will be calculated as ninety percent (90%) of the retail price plus the aforementioned loaner fee. In addition, all subsequent shipments of equipment and/or supplies will be C.O.D.
3. The time frames and penalties listed above will also apply for the return of loaner equipment to DRB Systems after DRB Systems has returned the customer's repaired item.
4. The item being returned should be placed in a box suitable for shipping, carefully packed to avoid damage, and include the RMA number prominently on the outside of the box.
5. Items shipped to DRB Systems should be made using a "traceable" carrier (e.g., UPS or FedEx). If the U.S. Postal Service is used, registered mail should be utilized. DRB Systems recommends that all incoming shipments be insured and that shipping receipts be retained as the shipper assumes the responsibility for delivery verification, loss, and damage.
6. In the event of local repair, two (2) weeks will be allowed for use of the loaner. The loaner must be returned within ten (10) days or the aforementioned penalties will be applied.
7. Unless a signed Loaner Agreement form is on file with DRB Systems, all shipments regarding loaner equipment will be C.O.D.

I have read and agree to the terms and guidelines above.

Company Name: _____ Location Code: _____

Name (Printed): _____

Signature: _____ Date: _____

Please fax back to DRB Systems at 330-645-2299 or mail to P.O. Box 550, Uniontown, OH 44685.