

EQUIPMENT REPAIR POLICY

THE FOLLOWING CONDITIONS APPLY REGARDING EQUIPMENT SENT TO PANNIER FOR REPAIR AND/OR RECONDITIONING NOT COVERED BY A WARRANTY

1. Prior to sending equipment to Pannier, the customer shall obtain a return authorization (RMA) number from Pannier Service (412-492-1400 or service@pannier.com).
2. Customer shall have equipment shipped freight pre-paid to: Pannier Corporation
1130 Old Butler Plank Road
Glenshaw, PA 15116
3. Customer shall include with the shipment:
 - A description of requested repair or reconditioning work.
 - A purchase order agreeing to pay Pannier, in accordance with Pannier's prevailing rates, to test, dismantle, inspect and evaluate equipment as necessary to determine cost of requested repair and/or reconditioning work.
4. Pannier shall provide the customer with a quotation for the total cost of the repair and/or reconditioning work, including replacement parts if required. Equipment will remain dismantled pending the customer's decision on whether to proceed with the work.
5. If the customer accepts the quotation, the customer shall issue either another purchase order or a change order reflecting the total cost of the quoted work. Pannier will then proceed with the repair or reconditioning.
6. If the customer does not accept the quotation and elects not to proceed with the work, the customer shall advise Pannier of the disposition of the equipment:
 - Return equipment in disassembled state.
 - Return equipment reassembled; customer shall pay for reassembly at prevailing service rates.
 - Scrap equipment and do not return to customer.
7. Equipment storage fees may apply if purchase order or disposition of equipment is not received 30 after issue of repair quotation.
8. All repaired equipment must be shipped within 30 days of repair or storage fees may apply.
9. All return shipments shall be on a collect basis or if agreed to, on a prepaid and add basis.

FIELD ASSESSMENT OF EQUIPMENT

The following conditions apply if the customer requires a service technician to inspect equipment on site:

1. Customer shall contact Pannier Service (412-492-1400 or service@pannier.com) with a purchase order number for field service.
2. Customer shall pay Pannier's prevailing service rates for travel and in-plant time and travel and living expenses of Pannier's service technicians required for the service trip.
3. After evaluation, Pannier shall provide the customer with a quotation for the total cost of the repair and/or reconditioning work, including replacement parts if required.
4. If the customer requests Pannier to repair equipment on site, customer shall issue a purchase order covering parts and Pannier shall issue a field service trip repair. When the parts are available, Pannier shall notify the customer and schedule the service trip.

PANNIER CORPORATION

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