

Loaners

At CASMED we strive to provide the highest level of service possible to all of our customers. This is why we take great pleasure in being able to provide loaner monitors for of our customers and insure no customer downtime.

When calling CASMED for an RMA number:

- **Ask for a loaner monitor.** If the monitor is coming back under warranty, the use of a loaner is free of charge. If this request is billable, contact Customer Support for current loaner rates. The loaner can be kept for the duration of the repair.
- Loaners are generally sent out within 3 days of receiving the loaner request from the customer. Once the loaner monitor is received, please feel free to use the same box and ship it back to CASMED. **There will be no call tags (UPS Label) issued for customer owned property coming back for repair.** (Warranty monitors, CASMED pays three out of the four shipments, the loaner both ways & the customer owned unit back.)
- **Accessories generally will not be shipped with our loaner monitors.** Accessories are not covered under our warranty, and therefore if the accessories are defective should be replaced by the customer. If a customer wishes to send in their accessories in with the monitor to have them tested, they may do so. However, if nothing is found wrong with the monitor and the accessories are found to be defective our flat-rate estimate fee will apply. An exception to this is monitors that the accessories still are covered under warranty or if our service department requests the customer to send in their accessories.
- **After one week of having the repaired unit back, it is the customer's responsibility to call CASMED and arrange to have a call tag(UPS Label) sent out to get the unit back.**

Call CASMED Customer Support for more information or to obtain current pricing



CASMED
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