

Etowah Valley Equipment, Inc.

Subject: Repair questions and answers

Do you require a RMA? *No RMA is required. You MUST however include your name, billing address, shipping address, phone number and name on account (if different). **ANY ITEM SENT IN FOR REPAIR WITHOUT THIS INFORMATION WILL NOT BE REPAIRED UNTIL OWNERSHIP IS ESTABLISHED.** Keep a record of the item serial number and shipping tracking number. A brief note describing the problem is helpful.*

What is your shipping address for repairs?

Ship via UPS, FEDEX, DHL, etc

**Etowah Valley Equipment
47 Etowah Center Drive
Etowah, NC 28729**

Mail via US Postal Service

**Etowah Valley Equipment
PO Box 1265
Etowah, NC 28729**

How do we contact you for repair questions? *The phone number for repair questions is (828) 891- 7768 or you may email questions to jim@etowahvalleyequipment.com*

Do you provide repair estimates? *Due to the nature of some repairs we cannot provide an exact amount for a repair until it is completed. We do cap the amount spent on repairs as follows: (Current as of 6/1/07)
Coinco Validators - \$125.00 Max Mars 2400 & 2500 Series Validators - \$200.00 Max
Mars 2600 & 2800 Series Validators - \$250.00 Max
Validators requiring repairs exceeding the above amounts will be returned as not economically repairable.*

Do you have loaner equipment? *Sorry, we do not have a loaner program.*

Do you handle warranty repairs? *Yes, we handle warranty repairs on all products sold by us. Damage due to abuse, vandalism, power surges, salted, corroded or water damaged components, improper use or installation are not covered by warranty. Customer is responsible for inbound and outbound shipping charges.*

Can I swap for rebuilt equipment? *We do not stock rebuilt equipment. In fairness to all customers we only repair and return each customers own equipment.*

Can I pay extra for an expedited repair? *No. In fairness to all customers all repairs are on "first come, first served" basis only. REPAIRS ARE RETURNED AS SOON AS POSSIBLE.*

Sometimes my repairs are returned in days while others take a week or longer. Why? *During testing and evaluation repairs are separated into 2 classes (external or software/internal). All external/software repairs are generally returned in a short period of time. Internal repairs can take longer due to sophisticated circuit board repairs, parts shortages, difficult cleaning conditions (salted components) and sheer volume of internal versus external repair work. Some types of equipment take longer to repair due to electronic control board "burn in" and testing requirements. Keep in mind shipping (both inbound and outbound) can add several days to total time.*

Can you tell me exactly when my repair will be ready? *No. Due to occasional parts shortages, intricate repair procedures and possible additional problems found at final testing we regret that we cannot provide an exact date of repair completion. If the repair is completed and ready to ship we will gladly pass this information along. REPAIRS ARE ALWAYS RETURNED AS SOON AS POSSIBLE.*

Can you give me a status update? *In order to provide an update we require the serial number of the repair, name on account, brand of equipment and date shipped to us. With proper information we will gladly provide one of the four following status conditions: **Received, In Repair, Final Testing and Shipped.** Unfortunately, we can give a firm return date **ONLY WHEN THE REPAIR HAS SHIPPED.***