

# Repair Assurance FAQ

## 1. How do I get early access to Repair Assurance?

Submit the form on the landing page to automatically be directed to Repair Assurance. Once there, you will need to set up your account using the email used for repairs and your customer number {additional information below}

## 2. What email address should I use to sign up?

You should use your work email address or the email address you provided when ordering repair services from us in the past. The email address used must be associated in our systems with the Customer Number you provide or you will get an error when attempting to create an account. If you have any problems creating your account, please [Contact Us](#) for assistance.


## 3. What is my Customer Number? Where can I find it?

Your Customer Number is used to associate your order with the correct customer account in our internal billing system. You can locate your Customer Number on a prior Repair Estimate or any Industrial Scientific invoice, or our Customer Service team can provide it to you.

Industrial Scientific Invoice

<b>CUSTOMER</b> #####	ORDER NUMBER	ESTIMATE NUMBER	DATE	TIME
DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL PRICE	TAXES
ITEM DESCRIPTION				
REPAIR ESTIMATE				

Repair Estimate

Repair Estimate	
Immediate Action Required	
<b>Bill To:</b>	<b>Order</b> : 123456
ABC Safety Co	<b>Order Date</b> : 2023-10-27
1234567890	<b>Monitor SN</b> : 1234567890
1234567890	<b>Model</b> : 1234567890
<b>Ship To:</b>	<b>Estimate Date</b> : 2023-10-27
ABC Safety Co	<b>CO / Customer</b> : ABC Safety Co-##### 
1234567890	<b>Contract</b> : 1234567890
<b>Contact Info:</b>	<b>Purchase Order</b> : 1234567890
1234567890	<b>Currency</b> : USD
1234567890	<b>Master Order</b> : 1234567890
1234567890	<b>Sub Order</b> : 1234567890
	<b>Sales Order</b> : 1234567890
	<b>Payment Term</b> : Net 30 Days
	<b>Customer Notes</b> :

#### 4. What payment options are supported?

Currently, we only support payment with a PO for the Repair Assurance program. In the future we plan to add support for credit card payments.

#### 5. Do I have to attach a PO?

You do not have to attach a copy of the PO to obtain a quote, but you do need to provide us with your PO number.

#### 6. When will I get my unit back?

Repair Assurance has a 5-day turnaround time, which starts when your equipment is received into our service facility and ends when we ship it back to you. Equipment will be returned through UPS Ground shipping unless Expedited Service is ordered. Expedited Service uses Next Day Air shipping.

#### 7. Can I ship multiple units using the same shipping label?

Yes, you can choose to print only one label and use it to ship multiple units back in the same box. Please limit the number of monitors in one box to six or fewer.

#### 8. What happens if my unit is under warranty?

When our technicians complete their diagnostic assessment on your equipment, they will determine the warranty status. If the repair is covered under warranty, you will be charge \$0 for the required repairs. If the repair is only partially covered under warranty, you will be charged a reduced amount for the required repairs. Any additional services selected during the quoting process (The Works, NIST, Expedited Service) are unchanged by the warranty status. After the diagnostic is completed, you will receive an email notification indicating the warranty status of the equipment and the final price for the repair services.

#### 9. Will I be contacted to approve a repair estimate before repairs are performed?

No, with Repair Assurance we provide you with a repair quote up front before you decide to proceed with the repair and send in your equipment. This means our technicians can begin work immediately after diagnosing your equipment and no additional approval is required.

#### 10. How is the price for the Repair Assurance services determined?

The Repair List Price is determined based on the manufactured configuration of the serial number provided. Then, any applicable discounts are applied to calculate the Discounted Repair Price. If the monitor we receive differs in configuration from when it was manufactured, we reserve the right to modify the repair price according to the monitor received.

#### 11. How does the Product Drop-off / Pick Up option work?

If you choose to, you may drop off your equipment at the selected Service Center instead of shipping it. If you select "Yes" to the product drop-off option, you will be required to select product pick up option and a UPS shipping label will not be printed. If you select "Yes" to the product pick up option, we will not ship your equipment back to you and will hold it for pick up.