

Equipment Rental FAQ Checklist

When Receiving Rental Equipment and Before initial use, Please Complete this Checklist:

- **Inspect Packaging Condition:** Check for damages that may have occurred during shipping
Please Record Arrival Conditions here:
- **Inspect Package Contents:** Check Packing lists to ensure all items are accounted for
Please Record any Discrepancy here:
- **Initial Set Up Test:** Set up & run brief functionality tests of the equipment before First use,
Please Record any Discrepancy here:

*If you encounter any damages or missing components from your order, or any inoperable equipment, please contact us directly, via Phone or email, with your Order Number and have any images made readily available. If these situations are reported promptly, we may be able to assist in issuing a replacement item if available.

Billing and Rental Terms:

You are welcome to keep the test equipment as long as needed for your requirements. You will be billed on a daily prorated basis after your original term. Return all equipment in the original packaging and shipping methods as received to avoid any damages or from accruing other applicable fees. Return equipment in the same condition that it arrived to you. We are not liable for any data left on rental systems, laptops, or computers. Your information is treated as intellectual property and will be deleted.

- The rental clock begins when the shipment leaves our facility and ends when it returns.
(A 2-Day grace period is provisioned for transit. Any extensions to this is at our discretion.)
- Billing is prorated at a daily rate after the initial term. Credits are applied upon return.
- Our system will automatically invoice every 30 days. No notification is required.
- Missing items or damages beyond normal wear and tear may be billed.
- End of Rental (EOR) summary is sent when equipment is received, inspected, and tested.

DO NOT THROW AWAY PACKAGING MATERIALS. REUSE PACKAGING FOR RETURN SHIPPING.

Checking this box, It confirms acknowledgment that you or your organization may be held accountable for: Packaging Fees, Missing Item fees & for any damages that may occur in return shipping. **These fees are not limited to the cost of a new replacement unit.**

By Checking this box, you agree to The EMC Shop's Billing Terms & Conditions.

Technical Assistance & Contact: Call us at: **844.423.7435** Or Email: sales@theemcshop.com

Please have the following items readily available upon support request:

- Photos of testing setup, equipment in use, measurement readings, logs, and software menus.
- Please provide detailed descriptions of Issues, questions, or problems you're encountering.
- Include copies of referenced manuals, pages numbers & versions, attachments, photos, or links.

Equipment Returns: Include the Order Number and / or a copy of your invoice inside the package.

USA Returns

International Returns *(Requires Commercial Invoice and Packing List.)

Packages shipping back July 2023 or later, please ship returns to our new address

At End Of Rental Ship To:
The EMC Shop, Rental Return
3830 Atherton Rd. Rocklin, CA 95765

Shipment Insurance:

The customer is responsible for the equipment until such time that it is accepted in our facility and processed through inspection. It is not required to insure return packages, however, The EMC Shop will not be liable for any damages in transit. If insurance is preferred you may request the dollar value of the equipment via our sales email (sales@theemcshop.com) or insure the package for the value of the company's insurance deductible.

Signature: _____ Print: _____ Date: _____ Order #: _____