

ZOLL® Loaner Policy (US & Canada)

By agreeing to accept a loaner, you are obligated to pay any fees associated with this policy if you are not under a limited factory warranty or service contract.

Loaners and loaner accessories are the property of ZOLL Medical Corporation and intended to ensure that our customers have equipment to use while a device is in the ZOLL Repair Depot for evaluation and/or repair. Accessories, other than multifunction cables, are not typically provided as part of a loaner provision. This Loaner Policy applies to all customers who accept a loaner unit from ZOLL while their device is being evaluated and/or repaired.

If the loaner/accessory is not returned to ZOLL within 30 days upon receiving your device from the ZOLL Repair Depot, your account will be invoiced for the list price of the device.

Once we have diagnosed the problem with your device and have provided a repair estimate, we will need a purchase order or credit card number to proceed with the repair. If we do not receive a response within 10 working days after we have contacted you with an estimate, your device will be returned to you unrepaired, uncertified, and labeled "Not for Clinical Use." Additionally, your account will be invoiced a minimum service charge plus shipping and handling. The loaner device must be returned to ZOLL to avoid being charged for the loaner.

ZOLL is not responsible for any accessories accompanying the product being serviced, that may be lost, discarded, misplaced or damaged as part of the service or shipment.

Note: Effective April 1, 2016, the International Air Transport Association (IATA) has mandated that any individual lithium-ion battery that is to be shipped via air (domestically or internationally), must be at a state of charge (SOC) no greater than 30%. However, there is one exception to this restriction, the IATA does permit fully charged batteries, installed directly in the device, to be sent by air shipment.

QUESTIONS

Please contact our Technical Support Team

800-348-9011