



REPAIR/REFURBISH SERVICE Information & Instructions

A form must be completed for **each** PowerLung model being sent in for repair/refurbishing.

We offer the PowerLung Repair/Refurbish Service to satisfy the occasional need for replacement parts other than mouthpieces. We know things happen which may require our customers to need replacement parts; for example, moving; or, it came apart and now I can't find a piece; or, my child took it apart; or my dog chewed on it. The PowerLung Repair/Refurbish Service assures customers receive the most current parts for their model regardless of when the customer purchased the product or any changes PowerLung has made to parts since the purchase.

The PowerLung Repair/Refurbish Service includes:

- Full inspection of your PowerLung to determine whether the product can be repaired and the steps and parts necessary to repair the product. (We will notify you if the product cannot be repaired; e.g. the dog chewed up too much of it or in a critical area.)
- Repair or Replace with components that will bring your PowerLung to the current level just like the models we are currently shipping. (PowerLung is a reliable product so we do not have many repairs; please allow 2 business for inspection and repair. Delays may occur if PowerLung is awaiting reply after a customer notification.)
- Packaging and return shipping to you by US Postal Service First Class Mail with Tracking Number. (Other Services are available for an additional cost.)

How to take advantage of the PowerLung Repair/Refurbish Service.

1. Prepare the PowerLung for shipping. Include the unit and any loose components. It is not necessary to include the mouthpiece. **Do not include the carrying case, user guide booklet or DVD.** You can use a 7" x 12" padded envelope to send your PowerLung. If you live outside the United States, contact the Distributor in your area for faster service.
2. Complete a Repair/Refurbish Service order form for each PowerLung that needs service.
 - a. Complete the **Shipping Information** for return of your PowerLung after repairs are completed. If you choose to pay by credit card, you must complete the **Billing Information** section. Provide a daytime telephone number for us to contact you in the event of any questions. An e-mail address is required for us to provide you with tracking number information.
 - b. In the **Service Option** section, specify which Repair/Refurbish Service you prefer.
 - c. In the **Describe Your Problem** section, provide a brief description of what you are experiencing and believe needs repair. (If you need additional space, use the back of the form.) If you are not experiencing any problems and only want your model refurbished, write in "Refurbish Service" into the Describe Your Problem section.
 - d. Choose a **Shipping Method**. Pricing information is listed on the form. You can also request to have a signature required at the time of delivery. This is an additional \$3.00 plus the listed shipping rate that you choose. The fee is waived when you choose the Express Mail service.
 - e. Choose a **Payment Method**. For credit cards, **all information must be completed**. A form of payment **must be included** with the form.
 - f. Sign the form(s).
3. Place the PowerLung, the completed form(s), and payment if you are selected check or money order, into the envelope and seal securely.
4. Send the Envelope to:
Attention - Repair Service
PowerLung, Inc.
10690 Shadow Wood Drive, Suite 100
Houston, TX 77043
USA



REPAIR/REFURBISH SERVICE Order Form

A form must be completed for **each** PowerLung model being sent in for repair/refurbishing.

Shipping Address

Mr. Mrs. Ms. Dr. _____		
Address: _____		
City: _____	State: _____	ZIP Code: _____
Primary Phone: _____	E-Mail Address: _____	

Billing Address (Address must match address on credit card statement.)

Mr. Mrs. Ms. Dr. _____		
Address: _____		
City: _____	State: _____	ZIP Code: _____
Primary Phone: _____	E-Mail Address: _____	

Service Option

<input type="radio"/> Repair/Refurbish Service	\$25.00
<input type="radio"/> Repair/Refurbish Service with NEW Mouthpiece	\$40.00
S&H	
Subtotal	
Sales Tax (TX Only)	
Grand Total	

Shipping Method

<input type="radio"/> First Class Mail	FREE
<input type="radio"/> Priority Mail	\$15.95
<input type="radio"/> Express Mail	\$28.95
<input type="radio"/> Require Delivery Signature Shipping Cost + \$3.00	

Describe Your Problem (Use back of form for additional space.)

Payment Method

<input type="radio"/> Check	<input type="radio"/> Money Order
<input type="radio"/> VISA	<input type="radio"/> MasterCard
<input type="radio"/> AMEX	<input type="radio"/> Discover
Cardholder: _____	
Card Number: _____	
Expires: _____	CVV: _____
Signature: _____	

Shipping times vary by selected method and destination. Texas residents must add 8.25% sales tax with order. All other customers are responsible for any local duties or taxes. A signature is required on this form when ordering with a credit card. Credit card orders without a signature will be subject to verification. All prices are in US dollars. Payment must accompany order. All orders are payable in US dollars in Houston, Harris County, Texas.