

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

We understand that things sometimes happen in life which may require our customers to have their PowerLung repaired from moving to a child taking the unit apart to a dog chewing on the unit. This service assures the most current parts for their models, regardless of when the customer purchased the product or any changes PowerLung has made to parts since the purchase whenever possible.

The PowerLung Repair 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.
- Repair or replace with components that will bring your PowerLung to the current level just like the models we are currently shipping.
- Packaging and return shipping to you by United States Postal Service First Class Mail with Delivery Confirmation Number. *Other Services are available for an additional cost.*

PowerLung Repair Service Instructions:

1. Check to see if your PowerLung is part of our current offering at www.powerlung.com. Look under Products & Services at the different PowerLung models. If you do not see your unit listed, you should contact us first. While we make an effort to retain parts for discontinued items, it is possible that we no longer have the parts for your unit in stock.
2. Prepare the PowerLung for shipping.
 - **Clean your PowerLung** before sending it in for repairs. You can find instructions at the PowerLung web site at www.powerlung.com in the User Guide section under Customer Support.
 - Include the unit and any loose components. It is not necessary to include the mouthpiece. **Do not** include the carrying case, user instructions, or other documentation originally included with your PowerLung model.
 - Use a padded envelope, small box, or similar safe packaging to send your PowerLung in for repairs. If you live outside the United States, contact the Distributor in your area for faster service.
3. Complete a Repair 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. Provide a daytime telephone number for us to contact you in the event of any questions. An email address is required for us to provide you with tracking number information.
 - b. In the Service Option section, specify which Repair 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.
 - 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 form of payment into your return package and seal securely.
4. Send your PowerLung to:
Attention - Repair Service
PowerLung, Inc.
1918 Triway Ln
Houston, TX 77043

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Customer Information

First Name: _____

E-Mail Address: _____

Last Name: _____

Daytime Phone: _____

Shipping Address

Address: _____

City: _____

State: _____ ZIP: _____

Billing Address

Same as Shipping Address

Address: _____

City: _____

State: _____ ZIP: _____

Service Option

<input type="radio"/> Repair Service	\$25.00
<input type="radio"/> Repair Service with <i>NEW</i> Mouthpiece	\$40.00
Shipping & Handling Options	Shipping & Handling
<input type="radio"/> First Class Mail FREE	Subtotal
<input type="radio"/> Priority Mail \$9.95	Sales Tax (TX Only)
<input type="radio"/> Express Mail \$32.95	Grand Total

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

Payment Method

VISA MasterCard AMEX
 Discover Money Order Check

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.