

Free Loaner Program for life of warranty includes:

- Over the phone Tech Support for troubleshooting.
- If troubleshooting **cannot** be remedied over the phone and needs to be sent back for testing:
  - Roscoe will send a replacement device with a call tag to have original device sent back to Roscoe Medical for testing (signature will be required).
  - Roscoe Medical will have up to 10 business days to test the device.
  - If device is faulty, customer can keep the replacement device.
  - If the device is not faulty, Roscoe Medical will either send the customer another device or allow customer to keep the replacement device.