



## Courier Repair Service

Motoman Robotics offers a Courier Repair Service where we will stop by your location once a week to pick up any Motoman parts that need repair or replacement. Motoman Robotics documents the inventory to be repaired and provides a “per item” Repair Items Pricing Schedule (RIPS) report via email the next business day after parts pick-up.

The Repair Item Pricing Schedule (RIPS) will often offer several choices. Motoman Robotics may offer (per part) a repair price (to repair your broken part), and/or Motoman Robotics may offer an exchange price (to provide an already repaired part in exchange for your broken part), and/or Motoman Robotics may offer a brand new part (as the part may not be repairable). The customer may also choose to hold or scrap the part.

Customer can choose a Solution Category (per item) to either repair, exchange, purchase new, hold or scrap the part in response to Motoman Robotics via the RIPS report. Customer must provide a weekly response to the emailed RIPS report.

If a part is placed on hold, Motoman Robotics will keep the broken part on the RIPS report



for up to one year. Customer can change the status from hold to any other category once they determine the solution they want. At the end of the year, Motoman Robotics may offer to purchase hold items from the customer.

Customer must provide a purchase order that matches the solution categories they choose. For example, three items are picked up by Motoman Robotics and customer chooses to repair one item, exchange another and hold on the third item. Customer must submit a purchase order for the repair item and the exchange item (pricing is provided to customer in RIPS report).

### **Customer Benefits**

- No cost for the Courier Repair Service. Pick up, storage of customer’s inventory and the reporting process is provided at no charge.
- No return authorization paperwork is needed. Motoman Robotics will track parts internally based on customer’s response to the RIPS report
- Makes repair process easy.
- Provides customer flexibility with Motoman Robotics’ various solutions (exchange, repair, scrap, buy new or hold).
- Motoman Robotics provides status on each part with pick-up dates and delivery/ response dates.
- Customer can choose not to repair a part for which they have plenty of inventory