



CHECKLIST: Medical Equipment

QUICK CHECKLIST:

- 1) Complete the online **Freight Estimate Form** and attach your **Return Authorization** to the form.
- 2) We will email or fax you an **Estimate**.
- 3) You approve (or decline) the estimate. (Please call, email, or fax us with your decision.)
- 4) We send you an **Invoice** for signature.
- 5) You sign and send back the invoice.
- 6) We pick up your equipment!

DE-INSTALLATION:

You are responsible for de-installing your equipment. The complexity of this procedure varies depending on the equipment.

- 1) You may have your local technician de-install your equipment.
- 2) You may have Schock arrange a full de-installation, inspection, and condition report by a certified technician.

PREPARATION:

- 1) Schock will package your equipment at time of pick up, free of charge.
- 2) You need to confirm the location and accuracy of your serial number.
- 3) You need to tape a copy of your lease return authorization/shipping instructions to the equipment and any accessory.

OUR TRUCK:

Your equipment will be picked up by an air-ride van specializing in electronic shipments. This van may be an **18-wheel, semi-truck with up to 53 foot trailer** (total truck up to 80 feet long). Please make sure you have room for our truck. If you are out, have a **back-up person** ready to receive our truck. **Typical pick up times:** metro—next day / outlying—twice per week / remote—once per week.

DATA SECURITY:

Many medical machines contain digital hard drives and related electronics which may retain a copy of patient data since time of installation. This data can be mined by criminals. Schock can replace your hard drive with a new, blank one. You may keep the old hard drive or work with Schock to have it destroyed in a certified destruction facility. This service includes a FREE certified technician de-install!

ADDITIONAL CHARGES:

We make every attempt to avoid additional charges. Additional charges apply in the following circumstances:

- Required stair carry by our men or hydraulic equipment.
- Site not tractor-trailer accessible and/or requires special, short truck.
- **Specific time, date, or after-hours pick up requested.**
- Missed pick up (or de-install) attempt due to customer circumstances.
- A need for 3 or more men and/or additional labor time, or union labor.

PAYMENT:

Please complete the credit card information section on your invoice prior to emailing or faxing it back to us. Shipments are scheduled once payment has been received.

YOUR DISPATCHER PRE-CALLS:

- 1) You will receive a pre-call from our equipment technician (if you request a technician de-install).
- 2) You will receive a separate call from our truck dispatcher scheduling the equipment pick up.
Remember to schedule your de-installation first and your shipment at a later date.

Our DE-INSTALL & INSPECTION includes:

- Verify serial number.
- Check equipment to determine that it is functioning properly.
- Inspect for mechanical or cosmetic damage.
- Flush, drain, or wipe unit per manufacturer specifications.
- Package or wrap sensitive parts, wands, etc.
- Assemble all cables, manuals, and maintenance records for shipping.
- Complete inspection report with copy for client.

Our SHIPPING service includes:

- Move equipment from pick-up site to truck.
- Extra men, stair-crawlers, and special short truck available on demand (additional charges may apply).
- Use of lift-gate to lift equipment into truck.
- Blanket wrap and strap equipment to protect during shipping.
- Transportation to destination on special, air-ride truck.
- Insurance against any damages may be purchased.
- **SHIP GREEN:** Upon request, Schock Logistics provides certified carbon offsets for your shipment. This program is managed in partnership with Renewable Choice Energy (www.RenewableChoice.com).

*Thank you for choosing Schock Logistics.
We look forward to working with you!*