



Precision You Can Count On!

Manufacturers of Specialized Agricultural Equipment

To all ALMACO equipment users:

Over the past several years during the peak planting and harvest season ALMACO has offered a loaner to our clients while their unit is in for repair. In order for ALMACO to provide all of our clients with the highest level of service, we require that all loaner equipment be returned in a timely manner. Effective September 1st 2009 ALMACO will implement a new procedure/policy regarding the loaners that we send out to our clients.

After it is determined that a loaner needs to be sent to you it is required that you send the unit that is damaged or needs repaired back to ALMACO immediately after receiving the loaner unit. A return shipping tag will be provided for you to return the equipment that needs serviced. There is a \$500 flat fee that will be charged for the use of the loaner. If the unit that needs repaired is still under warranty then the \$500 fee will not apply.

Other charges may apply to all units that need repaired regardless if it is under warranty or if it is an older unit. If the unit to be repaired or the loaner is not returned by the designated date then you will be subject to a \$100/day charge for each day that it is late. There will be instructions sent with the loaner specifying the date which your unit must be received at ALMACO.

Once ALMACO has repaired your unit and it is ready to ship back we will contact you to verify the shipping address. ALMACO will provide, with the return of your repaired equipment, a shipping label to return our loaner in the same box that we send your repaired unit back to you. There will be shipping instructions specifying the date which ALMACO's loaner must be received back. If it is not received at ALMACO by this date then you will be subject to a \$100/day charge for each day that it is late. If the loaner has not been received within **10 days** of the date specified with the shipping instructions you will be charged the full list price for the loaner.

If you have any questions regarding this change please contact your ALMACO representative @ 515-382-3506

ALMACO has Service!

99 M Avenue ■ Nevada, Iowa 50201 ■ www.almaco.com ■ Phone: (515) 382-3506 ■ Fax: (515) 382-2973