

## MOBILE'S DEMO POLICY

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Mobile realizes that there can be questions regarding products and applications that technical drawings and explanations alone cannot adequately answer. Therefore, Mobile offers its dealers and customers an opportunity to try any of our standard products on a trial basis for one to two weeks.

The Dealer supplies Mobile with a Purchase Order as per normal with "**Demo Unit**" clearly marked in the comments section. Mobile will forward the unit (delivery time may vary depending upon availability) and bill it to the dealer as usual. The customer is responsible for all freight charges on a Demo unit so the Freight will either be prepaid by Mobile and added to the Invoice, or the customer can specify their own carrier and the unit will be sent or third party bill. The end user then has the opportunity to physically try the product on their application for a week or two to determine if it will properly do the job. When the Dealer or Customer receives the unit, any slight scratches or damage by the Carrier should be noted and accompanied by the signature of the Freight Company's Driver. If there is substantial damage the shipment should be refused.

If the unit is satisfactory the customer merely needs to acknowledge this fact to the Dealer who in turn will notify a Mobile Customer Service Representative that the Invoice will be paid in normal Terms.

If the customer decides to return the unit, they should contact the Dealer who will in turn notify a Mobile Customer Service Representative who will provide a Return Authorization Number and a return ship-to address. The Customer is responsible for all return Freight Charges. When preparing the unit for return make sure the unit is properly packaged and secured and have the Driver sign that they have received the unit in good condition. Any subsequent damages will be treated as a Freight Claim.

When the unit has been received by Mobile it is immediately inspected for any damages. If the unit is in satisfactory condition the original Invoice is Credited to the Dealer (less the Freight Charge if Mobile sent the unit prepaid). If there are any damages incurred the Invoice will be credited less the necessary costs to return the unit to its original condition.

If you have any questions regarding the Mobile Demo Policy please contact one of the Mobile Customer Service Representatives at **1-800-527-4612**.

