

## **Frequently Asked Questions concerning The Modal Shop Rental Program**

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### **Is there help available for selecting which equipment is right for my test?**

You can contact your direct field sales person or representative, or feel free to speak to an Application Engineer at The Modal Shop – 800.860.4867, 513-351-9919 or e-mail [sales@modalshop.com](mailto:sales@modalshop.com).

### **Where can I find additional information or data sheets for a certain product?**

Data sheets for or links to many products can be found from this website or via our sister companies' sites ([www.pcb.com](http://www.pcb.com) and [www.larsondavis.com](http://www.larsondavis.com)). If there are items you're interested in that aren't listed or would like datasheets to be directly faxed or mailed to you, please contact us at 513.351.9919 or [sales@modalshop.com](mailto:sales@modalshop.com)

### **How do I set up an account with The Modal Shop?**

If you do not have credit with us but do have active approved credit with PCB or any PCB Group compan, please indicate this when placing rental order. If you do not have approved credit with The Modal Shop, request a New Customer Credit Application from any Application Engineer at TMS. This one-page form can be completed in a minimal amount of time and can be approved within hours. You can download this form [here](#) and return via fax. You can respond with your own form provided it has your company details, tax ID number, bank reference with contact details, and three trade references with address and contact details.

### **What payment options do you offer?**

Purchase Orders with Net 30 terms are accepted from any company with an open account and approved credit from TMS. Visa, MasterCard and American Express card orders are also accepted for rental from anyone with approved credit as well. Please note that all American Express orders are billed through PCB Piezotronics, Inc.

### **How long do rentals take to process and ship?**

Depending on the product mix and amount of testing required, one to two days is typically requested to assure on-time delivery. Orders for small quantities of in-stock product can be tested and shipped same-day in urgent situations. Large rentals and systems may take longer for testing.

### **What shipping methods are available?**

Shipping costs are not included in rental fees. Select any standard UPS, FedEx or equivalent options for delivery, and charges are added to the invoice or credit card bill accordingly. Urgent shipments can be made via a same-day shipper such as Delta Dash for a nominal handling charge added to the shipment fee.

### **What about insurance?**

Your responsibility for the rental equipment begins when we ship and ends when we receive the equipment back at TMS. Typically business insurance will cover the product while you are responsible for it for loss or damage. You should check with your insurance provider to check your individual coverage.

### **Can items be reserved for rental?**

Certain items may be reserved for testing, even months in advance. Typically these include large data acquisition or excitation systems, meters or analyzers used for consulting projects, large quantities of transducers, or specialty transducers.

### **When does a rental term begin and end?**

Rentals begin one day after the equipment has been shipped, and ends the day the equipment is received at TMS.

### **Will the units arrive calibrated?**

The Modal Shop has internal calibration intervals set for most test products at 1 year. ANSI/ISO/IEC 17025:2000 makes clear that it is the responsibility of the end-user organization (in this case, the renter) to determine the appropriate calibration interval under the requirements of its own quality system. Per this, calibration certificates of rented equipment have "calibrated on" dates, but blank "calibration due" dates. Rentals ship with a customer specific expected return date in mind - if equipment is expected out for 5 months, the last calibration date will be within the past 7 months. Calibration to additional standards (e.g. Z540 or specific FAA requirements) are possible, there may be an additional charge.

### **How often are rental units checked for functionality?**

Rental products are functionally checked prior to each shipment and upon every rental return.

### **What else should I know about the rental process?**

For each rental order placed, a Rental Agreement (see [sample](#)) is faxed along with the [Terms and Conditions](#) of our rental program. Please review the Rental Agreement carefully, as it details the shipping, billing and product information as understood by The Modal Shop (i.e., it indicates our order acceptance and confirmation). A **signed** fax return sheet is required for the rental to ship. This indicates agreement with details listed on the Rental Agreement and to our Terms and Conditions.

### **I am currently renting TMS rental product and want to extend it – who do I need to contact?**

You don't need to contact TMS to extend your rental, unless the rental had a fixed return date or a TMS representative has contacted you and requested a return. Invoices will be automatically sent each rental period for PO orders; credit card orders will be billed accordingly.

### **I am currently renting TMS rental product and want to return it – where should I send it?**

Rental returns can be shipped in original containers to The Modal Shop, 3149 E Kemper Road, Cincinnati OH 45241. Products are tracked by serial/ID numbers, and shipments can be marked attn: Rental Return.

### **Are long-term rates available?**

Depending on the product, certain long-term discounts may apply if the rental period is fixed from the rental start date.

### **What buyout or purchase options exist for rental equipment?**

Upon four contiguous months of rental, 40% of paid rental fees apply toward buyout of the rented product, up to 80% of the purchase cost at fair market value. Additionally, rental and demo units that are fully inspected and warranted may be available at discounted rates.

### **I'm interested in items previously or currently sold by a PCB Group Co. that aren't listed; are they available?**

Many specialty use or older products have been omitted from the current price list. Depending on potential market, new items will be considered at any time. Please contact a TMS Application Engineer with any special requests— 800.860.4867, 513-351-9919 or e-mail [sales@modalshop.com](mailto:sales@modalshop.com).

### **Are there direct sales contacts in my area?**

Please check [here](#) for domestic and international contacts of local direct sales employees, direct representatives, and international distributors.

### **Who do I contact to place a rental order?**

US customers can contact their direct field sales person or representative, or anyone in The Modal Shop Sales or Application Engineering can process your request. Contact us at The Modal Shop, 3149 E Kemper Road, Cincinnati OH 45241. Phone 800.860.4867 in the US, international dial +1-513-351-9919, and 513-458-2172 by fax. General sales requests can be made through [sales@modalshop.com](mailto:sales@modalshop.com). International rentals may be placed with the appropriate international distributor