

On The Go Loaner Program

Who qualifies for a loaner phone?

On The Go Solutions, Inc provides loaner phones for customer emergency situations.

- 1) Phone purchased from On The Go Solutions, Inc. needs warranty repair.
 - 2) Customer emails copy of manufacturer's RMA for the phone
 - 3) Only applies to phones purchased within 1 year of request
 - 4) A valid credit card must be given at the time of the shipment
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How do I get a loaner phone?

Getting your loaner phone is easy. Just contact us and follow the instructions below:

- 1) On The Go Solutions, Inc will send out, as per your shipping instructions, a Windows Mobile Pocket PC device or Windows Mobile Smartphone (based on inventory) for your use.
- 2) All shipping costs are borne by the recipient
- 3) Phones must be returned in 30 days in similar condition
- 4) Please contact:

On The Go Solutions, Inc.

Phone: 847 933 1762

<http://www.onthegosolutions.com>

support@onthegosolutions.com

Loaner Phone Agreement

On The Go Solutions, Inc. Customer Service Mission is to consistently exceed your expectations and keep you fully connected. To accomplish this, we offer the Advance Replacement Program (ARP). The ARP is an optional program in which On The Go Solutions, Inc. will send you a loaner unit while your current unit is being repaired, or for 30 days, whichever ever comes first. If other questions should arise, call On The Go Solutions Customer Service at 847 933 1762.

Use the shipping carton, inner carton and packaging materials in which the replacement product(s) arrived. Damage due to improper packaging will void any warranty and/or delay repairs due to the shipping claims process. ***PLEASE KEEP RECORD(S) OF ALL SHIPPING INFORMATION!***

To take advantage of the ARP program please read the following details carefully and then fill in contact information, sign, and fax back to On The Go Solutions, Inc at 208 979 7058. It is important to follow the instructions below to avoid unnecessary charges to your account. A replacement unit cannot be sent until On The Go Solutions, Inc, receives this signed agreement.

By reading this agreement it is understood that your credit card will be charged minimally \$350.00 (or product replacement cost) for the loaner product should the loaner phone:

- Not be returned within 30 days of replacement issue date
- Not be returned in similar condition
- Not be returned with ALL original packaging.
- No longer work.
- Be lost or sustain physical damage.

Contact Information

Company Name _____

Contact Name _____

Address _____

City _____ State _____ Zip _____

Email Address _____

Phone Number _____

Credit Card Number _____ Exp. _____

(required) *By signing this agreement you consent to the terms and conditions above, allowing On The Go Solutions, Inc to charge your credit card or pay the invoice sent out in the event you do not return the unit within the time frame and condition stated.

Signature _____ Date _____