

CPR: Customer Pen Replacement

“No charge” at point of contact

- A. Customer calls into Help Desk and states pen problem.
- B. Help Desk determines pen is malfunctioning.
- C. Customer provides product serial number for warranty validation.
- D. If in warranty, Help Desk authorizes CPR direct to customers via overnight carrier.
- E. Replacement pen is shipped overnight with a mailer to return malfunctioning pen.
- F. Customer receives CPR and returns damaged pen to Numonics Service Department in prepaid return mailer.



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