



***OneStep!* TransferPad Evaluation and Repair Procedure**

AirPal Premium Value Reusable (PVR) TransferPads last a very long time, and even after our unmatched warranty period has expired, the TransferPads can often be repaired for many more years of use. This is one of the reasons why the AirPal system is so cost-effective!

When TransferPads do need some repair (whether they are in - or out - of warranty) we have developed ***OneStep!*** to make the process as easy and as rapid as possible.

***OneStep!* Procedure:**

Make sure that the Reusable TransferPads being sent for evaluation are free from biohazard. Next, make a packing list with a request for ***OneStep!*** that contains a purchase order number with proper billing details and information about who to contact when the TransferPads have been evaluated and/or repaired. Then, box up the TransferPads and send them via **UPS** to: AirPal, Inc., 1488 Limeport Pike, Coopersburg, PA 18036. 800-633-4725. There is no need to check on Pad warranty in advance. When we get the Pads, we'll look up the serial numbers and automatically repair at no cost any Pads that qualify under the warranty.

***OneStep!* Cost Estimate:**

To estimate the cost of ***OneStep!*** for your purchase order, multiply the number of TransferPads being shipped to AirPal times \$100 each. If a Pad can be repaired, \$100 will be charged unless the Pad qualifies for free repair under warranty. If a Pad cannot be repaired, it will be thrown away at the AirPal facility at no cost to you (for either the evaluation or the pad disposal) and you will be notified. The invoice will never be more than the estimate, and will often be less. There will be no shipping charges when returning the repaired TransferPads to you.

If an exact quote is needed, please provide specific contact info (email address and phone number) for this approval step, and allow more time for the Evaluation and Repair process.

Questions? Please contact dweedling@airpal.com 800-633-4725

For AirPal's **Statement of Warranty**, [please click here](#).

