



Depot Services

FREQUENTLY ASKED QUESTIONS

1 What are depot services?

Remi customers with Depot Service coverage will ship the equipment to the vendor for repair at their facility. Equipment will be returned to the customer upon completion of the repair. Depot services can vary depending on type of equipment and the vendor being utilized. We suggest you work closely with the Remi Service Delivery Representative to understand the specific details of your service delivery call.

2 How do I know if I can use depot services?

If Depot Services are covered, the coverage language will be listed at the item level on the equipment schedule. Please note that if the item is not specifically covered by depot services, but a vendor requires it, then Remi will make the exception and proceed with the service event. For immediate assistance for equipment repair, simply call Remi's Service Delivery at **866-296-4847**, and a Service Delivery Representative can determine if depot services are covered and if they will be used to repair the equipment in question.

3 Will a vendor come onsite for repairs or pack up my equipment?

It is rare for a vendor to come onsite for depot service. In some cases, if the vendor was initially dispatched for onsite service and then assesses the equipment and determines depot services are needed, then the vendor may assist in preparing the equipment for shipping.

4 How do I get shipping materials?

Remi recommends the customer ship their equipment directly to the vendor facility. Remi does not typically cover shipping material expenses unless it is specifically listed as included in the coverages.

5 Who pays for shipping of my equipment?

Historically, Remi has paid for shipping costs as a part of depot services. We can reimburse the customer for the cost of shipping, if they provide a copy of the shipping invoice with a Remi In-House report, referencing the PO# for the equipment repair.

Request for reimbursement, can be emailed to claims@theremigroup.com.

6 Do I need shipping insurance to protect my equipment?

Yes, Remi recommends that the customer purchase shipping insurance to ensure equipment is covered in the event of unforeseen damage, lost items, etc. Historically, Remi has seen rare instances where equipment was damaged during shipping.

7 Is loaner equipment available?

Yes, loaners are included in our standard coverages, pending vendor availability. The customer is encouraged to ask about loaner equipment if not offered by the vendor. Customers may connect with their Account Manager or Remi Service Representative regarding specific loaner equipment coverages. Remi covers loaner charges for up to 10 business days or if a flat rate fee is charged. Typically, loaners will be shipped to the customer prior to shipping the item for service and the packaging used for the loaner can be used to return the equipment for repair.

8 How long do depot services typically take to complete repairs?

Time to repair the equipment varies. The Remi Service Delivery Representative can work closely with the vendor to determine the time it will take to complete repairs and can communicate that with the customer as needed.

9 How do I get reimbursed?

You will follow the typical Remi claims process and submit both the **invoice** for the work and the **Field Service Report (FSR)** to the Claims department. You can submit that information via email at claims@theremigroup.com and your claim will be reviewed and processed.