

From time to time we receive Visage Display Units (VDUs) that have been returned for no cost warranty repair that end up sustaining shipping damage at the expense of our customer. These out-of-scope charges can range from \$100 to \$600 per unit! You can greatly reduce the chance of incurring these unnecessary expenses by following the guidelines outlined below.

Do's

- Whenever possible, use the 3 or 6 pack VDU box left at the time of installation, or from repaired or replaced VDUs shipped back to your course.
- Completely wrap the VDU(s) in bubble wrap (the larger the bubble / air pockets the better).
- Use enough packing materials, i.e., bubble wrap, packing peanuts, or foam to completely fill the shipping container.
- Place the VDU(s) so the screen faces inwards.
- Use a large enough box to allow for adequate packing material to fully encompass and protect the VDU(s).
- Separate VDU's with adequate packing materials and cardboard separators.

Don'ts

- Do not ship VDU's with mounting hardware attached to the back of the VDU to avoid damage to other units packed in the same box.
- Do not use a box that is the same width as the VDU to avoid damage to the case or motherboard.
- Do not place more VDU's than what can reasonably fit in a box.
- Do not place any stickers, sticky notes, tape, or any other adhesive on the touch panel

