



Pick-up procedure

In order for us to be able to organize a pick-up, you will need to fill out the pick-up request form on our website (<https://www.medicapitalrent.com/support/pickup-form/>).

As soon as a pick-up request has been submitted, our pick-up department commences to organize the equipment retrieval. MediCapital Rent will contact the site within one business day after we received the request.

This contact takes place either by phone or by e-mail. During this correspondence we will verify the following details:

- Serial number of the equipment
- Site's address and contact details
- Determine if the equipment is ready for transport; when original packaging is unavailable, new packaging material will be provided.
- Preferred pick-up date and time frame

Once the above listed information has been verified, MediCapital Rent will schedule for the courier to pick up the equipment. In the meantime the site will receive the transport documents by e-mail.

In some circumstances we are unable to contact the site within one business day, due to unanswered phone calls and/or e-mails. In this unfortunate situation MediCapital Rent will keep on trying to contact the site on a daily basis. If the site remains to be unresponsive after five business days, MediCapital Rent will contact the CRA/Monitor to assist.

MediCapital Rent's goal is to retrieve the equipment as fast as possible. However, delays do occur every now and then. Please find below the most common delay examples:

- Equipment is not (properly) packed upon arrival of the courier.
- Site claims to be unaware of the scheduled courier pick-up. Eg. contact person not present at the date and time of the pick-up.
- Custom procedures.

Couriers provide us with a daily update of every shipped item. In the event of a hold up MediCapital Rent will do everything in its capability to reduce the delay to a minimum.

