

The Scope User's Repair Bill of Rights

All scope users have certain, undeniable rights when it comes to scope repair. These are basic guarantees of service you should be able to rely upon to help you take care of your patients, your physicians, your staff and your equipment. Read these 8 statements and demand your rights!

Right
#1

A clear and complete repair estimate.

No one should try to sneak in fees after the job is bid and you've accepted. At **California Endoscopy**, we do a complete inspection of your scope, clearly explain what needs to be fixed and why, and how much it'll cost.

Right
#2

Answers to all your questions about your scope's status & repairs needed.

You need to feel totally at ease with the work that will be done to your equipment. At any time, you can call your **California Endoscopy** service rep for an instant update on the status of your scope as well as ask any questions.

Right
#3

Fast turnaround.

California Endoscopy prides itself on speedy, but always quality-focused, work. We can repair minor problems the same day you approve the estimate. And 90% of your problems qualify as "minor." Major repairs are done usually in less than 3 days.

Right
#4

Top-quality work by skilled technicians.

At **California Endoscopy**, our expert technicians are trained and continually updated on the latest scope technology. We fix all makes and models of flexible and rigid scopes, including bronchs. Our repair knowledge is so extensive that we're often called upon to repair scopes other services could not repair, such as image bundle replacement.

Right
#5

The right to a repair, not just an "overhaul."

Sometimes a scope can be repaired but some vendors opt to kick it to overhaul status. Perhaps they don't have the time or the technical ability to make the needed repair. Perhaps they prefer the much bigger fee they can charge for an overhaul over the repair. Either way, you have the right to a repair when it's possible. And it's usually possible, at least here at **California Endoscopy**.

Right
#6

FREE loaners.

Why should you have to pay even more money to borrow a scope for a few days? After all, you're paying for the repair, right? **California Endoscopy** is committed to helping you keep patients moving. We have loaners you can use for FREE.

Right
#7

The Best Price.

After you've made sure the repair vendors you've selected can do the job the way you want, ask for pricing. Please remember, **California Endoscopy** will beat any equivalent 3rd party repairer's price. And our fee is usually 50% less than the manufacturer's.

Right
#8

A 120-day guarantee of satisfaction.

You need to have faith in the quality of work done. And **California Endoscopy** is not satisfied until you're satisfied. All our service work is guaranteed for 120 days.

California Endoscopy

Honoring your repair rights with every scope we fix.

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