**Broken ChapR Exchange Program**

The ChapR has proven to be very durable with over 100 shipments around the world!  (yes, we’re very proud of that)  But we understand that through normal wear-and-tear, it can sometimes break.  So we have created the Broken ChapR Exchange program so that you can get your ChapR back up and running without having to buy a whole new one.  The program is simple, you send us your broken ChapR and we send you a new one.  But the program will only work (ie – not cost us too much money) if the ChapR you send us is “fixable.”  So here are the rules to the program, and the procedure by which you can participate.

**Cost:**

We charge $35 for a ChapR Exchange, along with $10 shipping for the new ChapR, for a total of $45 (less than half the price of a new ChapR).

**Rules:**

For this program to work, we need to be able to fix and re-sell the ChapR that you send us, because you get a new one!  To that end, we have made the following rules for participating in the Broken ChapR Exchange Program:

-                 *The ChapR case must not be damaged*.  No cracks, no holes. The end-cap for the battery must still be there too.  Sure, we realize that the label may be smudged or even ripped…but that’s OK with us!

-                 *The ChapR must not have been modified*.  If you mess around with the circuit boards, we probably can’t reship the ChapR.  It’s ok if you have upgraded the Arduino firmware, but the ChapR that you get back will have the original firmware loaded back on it.

-                 *The ChapR must otherwise be re-sellable when fixed*.  So it can’t have been dropped in water, or exposed to gamma radiation, microwaved, or anything else that would have rendered it completely dead!

There are many things that we know can happen, that are OK with us for the Broken ChapR Exchange Program.  Some of these things are:

-                 The 9v battery snap has broken, or broken loose from the circuit board (BTW – this is pretty easy to fix yourself)

-                 The switches have broken

-                 The USB ports have broken, or the white contact plastic in the USB port has broken off

-                 The ChapR just won’t turn on

**Procedure:**

1.       Ship the broken ChapR to:

The ChapR Team - c/o Norman Morgan

Westlake High School

4100 Westbank Drive

Austin, TX  78746

2.       Email us the tracking number for the ChapR, along with the address you'd like the new ChapR to be shipped to.

3.       We will send you a PayPal invoice for $35 (plus $10 for standard shipping).

4.       As soon as we receive payment, we will ship the new ChapR (letting you cut in front of new customers in the orders line!).

5.       We'll email you to check in and make sure everything is working OK.