



Express Warranty Replacement (EWR) Program

(Available only to End User located in the United States)

TERMS AND CONDITIONS AGREEMENT

For TellerScan® and CheXpress® Models

SB Family, CX30, TS215, TS230, TS240 and TS4120

TellerScan® and **CheXpress®** Check Scanners purchased with Digital Check's **Express Warranty Replacement (EWR) option** will receive a scanner, via overnight delivery, to replace a scanner that is non-functional due to hardware (scanner) failures resulting from defects in material and workmanship. Available in terms of up to three years, the EWR program covers all costs including the replacement scanner, all freight, parts, materials and labor costs associated with repairing scanner defects. Scanners returned by customers for valid warranty repairs will be repaired and returned to the Digital Check owned and managed EWR replacement unit inventory. The EWR option must be purchased within 60 days of scanner purchase. The EWR coverage period begins on the date of the scanner purchase by the end user.

Express Warranty Replacement (EWR) Scanners:

As part of the **EWR** program, Digital Check (DCC) will own and maintain a 'replacement pool' of EWR replacement scanners. When an approved EWR incident request is received by 3PM EST, DCC will ship a replacement unit out the same day, second business day for SB products.. Approved EWR requests received after 3PM EST will ship no later than the next business day, second business day for SB products.

Units returned for repair are tested, repaired, inspected for quality control and re-packaged before being returned to the EWR replacement pool for future use as a replacement unit.

NOTE THAT BY USING THIS PROGRAM THE CUSTOMER AGREES TO RETAIN A REFURBISHED REPLACEMENT PRODUCT INSTEAD OF THE ORIGINAL SCANNER. THE ORIGINAL COVERED NON-FUNCTIONAL SCANNER WILL NOT BE RETURNED TO THE CUSTOMER AND SHALL BECOME THE PROPERTY OF DIGITAL CHECK.

DCC certifies each EWR replacement unit to meet new production quality standards and guarantees units shipped from the 'EWR replacement pool' are in new or like new condition and in good working order.

EWR Request Process:

To initiate an EWR request, the end user should first contact the level-one technical support help-desk provided by the solution provider. The level one help desk has been specially trained by Digital Check to provide problem troubleshooting of your scanner and can assist with quickly determining if the scanner problem is hardware related. If the level one help desk provider is not known, the end-user should first contact their solution provider.

Returning Scanners for Repair:

A prepaid Return shipping label will be included by DCC with each approved EWR unit. **It is the sole responsibility of the End User to re-package the problem scanner (including the power supply) using the original shipping container or suitable replacement container in the same manner that the EWR replacement scanner arrived in and return the unit for credit.** Upon receipt of the returned scanner, if the power supply is not included, DCC reserves the right to bill the customer for the missing items at the then current list prices. Scanners not received back within 7 days will result in an email reminder being sent to the End User. A final email reminder will be sent after 21 days and if the scanner is not received within 30 days, the customer **will be billed** for the replacement cost of the scanner and **no additional exchanges** will be honored until paid or scanner is returned.

No-Trouble-Found (NTF) Repair Claims:

As part of Digital Check's "No Hassle" EWR program, DCC will track and absorb the costs for one no-trouble-found repair claim per customer within a twelve month period. For each additional no-trouble-found claim, DCC reserve the right to charge customers a checkout fee in addition to the Return shipping charges. A no-trouble-found repair claim occurs when: (a) a reported problem or defect cannot be re-produced by a factory technician or, (b) the scanner performs to specifications within the factory's automated quality assurance testing program. Examples of no-trouble-found claims include software related issues not associated with scanner hardware performance.

Non-Warranty Repair (NWR) Claims:

DCC will charge customers the published flat rate repair fee for each non-warranty repair claim. In addition to the repair fee, DCC also reserves the right to charge customers return shipping charges. Non-warranty repair claims include: jammed staples, damage resulting from user negligence, "white out" on scan head surfaces, excessive build up of debris resulting from not performing recommended cleaning, or operating the scanner outside the normal duty cycle, electrical and environmental conditions, etc. See exclusions below. If a scanner is determined to be non-repairable due to user negligence or abuse, the customer will be responsible for the costs associated with replacing the scanner.

Scanner Cleaning Requirements:

Customers are expected to perform normal cleaning of the rollers, paper path, and scan heads to remove normal paper debris and other contaminants. DCC offers a scanner cleaning kit as well as cleaning cards to provide users with a simple process for cleaning the scanner and maintaining proper product performance, EWR protection, and useful life of the unit. The recommended cleaning cycle is to run a cleaning card routine every two to three weeks and perform a more comprehensive cleaning of the rollers and scan heads every three months. Specific cleaning instructions can be found in the User's Guide or by visiting the DCC website page at <http://www.digitalcheck.com/ts230videos/main.htm> and viewing the TellerScan and CheXpress cleaning tutorial videos.

Acceptance of the EWR Program Agreement Terms and Conditions:

When purchasing a Digital Check scanner that includes EWR, the customer is agreeing to the terms and conditions outlined in this agreement. As a result, no additional agreement is required by the customer to initiate EWR program coverage.

Conditions of the Express Warranty Replacement Program:

- Requires DCC log file be turned on in the API and remote monitoring enabled to allow a faster determination for the scanners status and possible problems
- Requires DCC Cleaning application, ScanClean/ScanTest on host PC. This program can be used by the operator to clean the track and rollers which is the cause of many problems. It also allows the help desk to quickly isolate a problem.
- An EWR incident report must be completed and submitted by a certified level-one or level-two help desk provider prior to a replacement unit being approved for shipment by DCC.
- The EWR period begins on the date of shipment from DCC or an authorized Digital Check Reseller (solution provider) to the customer.

- The solution provider or financial institution must provide DCC proof of shipment in order for the EWR to commence on their date of shipment to the customer.
- An EWR incident report must be completed and submitted by a certified level-one or level-two help desk provider prior to a replacement unit being approved for shipment by DCC.
- The Scanner to be returned for repair must be shipped back to DCC in the same shipping container that the replacement scanner arrived to the end user in. DCC will generate a pre-paid SHIPPING return label for easy return of the problem scanner (including the accessories) to DCC.
- Routine cleaning is the responsibility of the customer. It is recommended that the customer use a Digital Check cleaning kit to regularly clean the scanner and ensure optimum performance.

Please contact your Digital Check Reseller or email sales@digitalcheck.com for a price quote or if you have questions about the EWR program.

Exclusions

The above Service Programs do not cover the following items. All service provided outside of these programs will be based upon time and material.

1. Inkjet Cartridge
2. USB cable
3. Any product on which the serial number has been defaced, modified or removed.
4. Damage, deterioration or malfunction resulting from:
 - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - b. Repair or attempted repair by anyone not authorized by Digital Check.
 - c. Damage to, or loss of, any programs, data or removable storage media.
 - d. Software or data loss occurring during repair or replacement.
 - e. Any damage of the product due to poor packaging and shipment.
 - f. Removal or installation of the product.
 - g. Causes external to the product, such as electric power fluctuations or failure.
 - h. Use of supplies or parts not meeting Digital Check's specifications.
 - i. Normal wear and tear.
 - j. Failure of owner to perform periodic product maintenance as stated in User Guide, such as cleaning of the track and rollers with a cleaning card authorized by Digital Check.
 - k. Any other cause which does not relate to a product defect.
 - l. Damage to, or abuse of, the coating on the surface of the scanner through inappropriate cleaning as described in product User Guide.
5. Removal, installation, and set-up service charges.
6. Digital Check provides no warranty for the third-party software included with the product or installed by the customer.