



Digital Check Standard Scanner Warranty

TERMS AND CONDITIONS AGREEMENT

For SB, CheXpress[®] and TellerScan[®] Models

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

What the warranty covers:

Digital Check warrants the above listed products to be free from defects in material and workmanship during the period. If a product proves to be defective in material or workmanship during the warranty period, Digital Check will, at its sole option, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. Products not listed above are no longer covered under a warranty.

Length of the warranty:

1. Digital Check's products, purchased in the U.S are warranted for one (1) year for parts and labor. The warranty period begins the day the product is purchased by the end user. Proof of purchase is required.
2. Digital Check accessory products carry limited warranties. See the product page for additional detail per model.
3. All Digital Check refurbished or exchanged products carry a ninety (90) day limited warranty on parts and labor, or will be covered by the balance of the time remaining on the customer's original limited warranty or whichever is longer

Who the warranty protects:

This warranty is valid only for the first end user, purchaser of the scanner and is not transferable.

What the warranty does not cover:

1. Any product on which the serial number has been defaced, modified or removed.
2. Digital Check provides no warranty for the third-party software included with the product or installed by the customer.
3. 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. Parts subject to normal wear such as rubber rollers.
 - j. Failure of owner to perform periodic product maintenance as stated in the TellerScan[®] User's Guide, such as cleaning of the track and rollers with a cleaning card authorized by Digital Check or adjusting the feeder discriminating roller to compensate for roller wear.
 - k. Any other cause which does not relate to a product defect.



- I. Damage to, or abuse of, the coating on the surface of the scanner through inappropriate cleaning as described in product User Guide.
4. Removal, installation, and set-up service charges.
5. Shipping from the customer site to the factory. All scanners are returned to the customer via standard ground shipment. Expedited shipment is available at the then current price.

Options for expediting a warranty repair:

Digital Check offers an option to either expedite the repair of the scanner or exchange the unit for a refurbished unit via next day delivery for an additional fee.

There are two expedited repair options designed to provide factory warranty repair service for those customers requiring asset tag tracking or who prefer to retain their existing scanner and need it returned quickly. A typical scanner repair takes 5-7 days to complete and 3-5 days for standard ground shipping. The expedited repair will be completed and the scanner ready for shipment the same day via customer specified shipping method if the scanner is received by 8:00 AM PT or next day on scanners received after 8:00 AM but before 2:00 PM PT. The customer is responsible for shipping the scanner to and from the factory. Optional fees apply and availability may be limited.

The exchange option is designed to provide a replacement scanner the next business day in exchange for the defective scanner. The replacement scanner is shipped via overnight and a shipping tag is included for return of the defective scanner via standard ground.

Exchanged scanners are refurbished scanners that have been repaired and tested and meet the original product specifications. Each exchange unit contain the following items:

1. Scanner
2. Power Supply
3. Easy exchange Instructions
4. Pre-Paid Shipping label for the return of the broken unit

Units returned for repair are tested, repaired, inspected for quality control and re-packaged before being returned to the replacement pool for future use as a replacement unit. NOTE THAT BY USING THIS PROGRAM THE CUSTOMER AGREES TO RETAIN A REFURBISHED REPLACEMENT SCANNER INSTEAD OF THE ORIGINAL SCANNER. THE ORIGINAL RETURNED NONWORKING SCANNER WILL NOT BE RETURNED TO THE CUSTOMER AND SHALL BECOME THE PROPERTY OF DIGITAL CHECK. DCC certifies each replacement unit to meet new production quality standards and guarantees units shipped from the 'replacement pool' are in new or like new condition and in good working order.

How to get service:

1. For information on obtaining warranty service, call your Digital Check Reseller, Digital Check's Customer Support or visit our web site at <http://www.digitalcheck.com>.
2. To obtain warranty service, visit our service center on the web at <https://www.digitalcheck.com/clientarea/login.cfm> or contact Digital Check Customer Support for a Return Material Authorization number (RMA). You will be required to provide:
 - a) A copy of the dated sales slip or other proof of purchase and installation.
 - b) Your name.
 - c) Your ship to address, email address and phone number.
 - d) The model number and serial number of the product located on the bottom of the scanner.
 - e) A description of the problem.



3. Bring or ship the product prepaid in the original container, with the associated accessories, to Digital Check or any Digital Check authorized service center. Insurance of the returning product is recommended should you experience any transportation claim from the carrier you select.
4. For additional information or the name of the nearest Digital Check service center, contact your Digital Check dealer or Digital Check.

Digital Check is not responsible for any returned product without an assigned RMA.

Limitation of implied warranties:

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Exclusion of damages:

DIGITAL CHECK'S LIABILITY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT. DIGITAL CHECK SHALL NOT BE LIABLE FOR:

1. DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT, DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
2. ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
3. ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.

Effect of local law:

This warranty gives you specific legal rights, and you may also have other rights which vary from locality to locality. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales outside the U.S.A. and Canada:

For Digital Check products sold outside the U.S. and Canada, contact your Digital Check dealer or Digital Check for warranty information and service.