

# Check Scanner Post Warranty Service Programs

**For CX30, TS240, TS500, and BX7200 and SMARTSOURCE Series Scanners**

*(Available only to End User locations in the United States)*

Digital Check offers several service programs for scanners no longer covered by a warranty or replacement program. All service repairs conducted under these programs include a 90 day parts and labor warranty.

- 1) **Post Warranty Factory Repair** is a service program designed to provide factory repair for those customers requiring asset tag tracking or who prefer to retain their existing scanner. This service is available for all scanners that are no longer covered by a warranty and still in production.
  - Post Warranty Factory Repair is a flat rate per incident repair program.
  - Typical repair time is 3-5 business days after receipt of scanner.
  - The customer is responsible for shipping to the depot repair facility and all scanners are returned via standard ground shipment by the plant. Expedited return shipment is available for an added charge.
  - Post Warranty Factory Repair is available for current production scanner models only.
  
- 2) **Post Warranty Factory Exchange** is a service program designed to provide a replacement scanner the next business day in exchange for the broken scanner. This program is designed for organizations that cannot wait for their original unit to be repaired and returned to them.
  - Post Warranty Factory Exchange is a flat rate exchange program.
  - **Next Business Day** delivery for the replacement scanner.
  - A Standard Ground prepaid label is provided on the outside of the box for the return of the non-functioning scanner.
  - Post Warranty Factory Exchange units are refurbished scanners that have been repaired and tested, and meet the original product specifications. Each exchange unit contains the following items: scanner, power supply, easy exchange instructions, and prepaid shipping label.
  - Post Warranty Factory Exchange is available for current production scanner models only.
  - **Not available for the BX7200 and SmartSource Quantum DS models.**

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

## Returning Scanners:

A prepaid shipping label will be included by Digital Check with each approved exchange unit. It is the sole responsibility of the end user to repackage the problem scanner (including the power supply) using the same shipment container that the replacement scanner arrived in and return the unit to the factory. Upon receipt of the returned scanner, if the power supply is missing, Digital Check 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 at 21 days and if the scanner is not received within 30 days, the customer's credit card will be charged for the replacement cost of the scanner.

- 3) **Time & Material Repair** is a labor and parts service program designed to provide factory repair service for those customers requiring repairs on legacy or older model Digital Check scanners.
  - Factory Repair requires an inspection fee which is waived if the unit is repaired. The broken scanner can be shipped to our factory under an RMA.
  - Typical repair time is 3-5 business days after receipt of the scanner.
  - The customer is responsible for shipping to and from the factory.
  - A repair estimate will be provided before the work is done for any repair estimated to cost over \$250.

### **Service 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. Any product on which the serial number has been defaced, modified or removed.
2. Failure of end user customer to perform periodic product maintenance as recommended in the scanner user manual
3. Damage, deterioration, or malfunction resulting from:
  - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification.
  - b. Failure to follow instructions supplied with the product.
4. Repair or attempted repair by anyone not authorized by Digital Check.
5. Removal, installation, and setup service charges.
6. Any damage of the product due to poor packaging and shipment. It is the sole responsibility of the end user to repackage the problem scanner (including the power supply) using the original shipping container or suitable replacement container to protect against damage.
7. Causes external to the product, such as electric power fluctuations or failure.
8. Use of supplies or parts not meeting Digital Check's specifications.
9. Damage to, or abuse of, the coating on the surface of the scanner through inappropriate cleaning as described in the product user manual.
10. Shipping from the customer site to the factory or as described in the specific program.
11. Value Packs are not eligible on existing AUR contracts since that process is the same.