

Advanced Unit Replacement (AUR) Program

(Qualified scanners include: CX30, TS240, TS500, BX7200 and SMARTSOURCE SERIES models located in the U.S.)

End User Customer TERMS AND CONDITIONS AGREEMENT

End user customers who purchase Advanced Unit Replacement (AUR) service with a qualifying Digital Check scanner will receive next business day replacement coverage in the event of a scanner failure resulting from defects in material and workmanship. Available in terms of up to three (3) years, the AUR program covers next day shipping of a replacement scanner to the end user customer. Return shipping of the malfunctioning scanner is also included, along with any parts, materials, and labor associated with repairing all warranty related defects. The AUR service coverage must be purchased at the time of scanner purchase or within 30 days of the scanner purchase date. The AUR coverage period begins on the date of the scanner purchase by the end user customer.

Digital Check owns and maintains a pool of replacement scanners for the AUR program. When an AUR request is received and approved by 3PM EST, Digital Check will ship a replacement scanner the same day. Approved AUR requests received after 3PM EST will ship no later than the next business day. Upon receipt of the replacement scanner, the end user customer is responsible for repackaging the malfunctioning scanner and shipping it back to Digital Check within three (3) business days using the prepaid return label included with the replacement scanner. Detailed instructions will be provided with the AUR replacement scanner.

NOTE: THE ORIGINAL PURCHASED SCANNER WILL NOT BE RETURNED TO THE END USER CUSTOMER UPON REPAIR. THIS IS A REPLACEMENT PROGRAM USING NEW OR FACTORY REFURBISHED SCANNERS TO REPLACE MALFUNCTIONING SCANNERS. BY PURCHASING THIS PROGRAM, THE END USER CUSTOMER AGREES TO RECEIVE AND RETAIN A REFURBISHED REPLACEMENT PRODUCT INSTEAD OF THE ORIGINAL SCANNER. THE ORIGINAL SCANNER RETURNED FOR REPAIR SHALL BECOME THE PROPERTY OF DIGITAL CHECK. DIGITAL CHECK GUARANTEES EACH AUR REPLACEMENT UNIT WILL MEET NEW PRODUCT QUALITY STANDARDS AND ARRIVE IN GOOD WORKING ORDER.

AUR Request Process:

To initiate an AUR request, the end user customer should first contact the Level 1 technical support help desk provided by their financial institution or software solution provider. Level 1 help desk personnel have been specially trained by Digital Check to provide troubleshooting of your scanner and can assist with quickly determining if the scanner problem is hardware related. If the Level 1 help desk provider is not known, the end user should first contact their financial institution or solution provider. Without the initial diagnosis by the Level 1 help desk, AUR requests will not be approved.

Returning a Scanner for Repair:

Digital Check will include a prepaid return shipping label with each approved AUR unit. It is the sole responsibility of the end user customer to repackage the problem scanner (including the power supply), using the original shipping container or the AUR replacement scanner shipping container in the same manner that the AUR replacement scanner arrived. The end user customer agrees to return all malfunctioning scanners within three (3) business days. Upon receipt of the returned scanner, if the power supply or any other components are not included, Digital Check reserves the right to bill the end user customer for the missing items at replacement value.

If the malfunctioning scanner is not received back within 10 days, the end user customer will be notified and reminded to return the scanner, and no additional AUR requests will be honored until the scanner is returned. Scanners not returned within 30 days will be billed to the end user customer in accordance with the applicable price for such scanner, and no additional AUR requests will be honored until all open invoices are paid or the scanner is returned.

No Trouble Found (NTF) Repair Claims:

In the event a returned scanner is determined to be in normal working condition after inspection by a Digital Check repair technician, Digital Check reserves the right to charge the end user customer the current No Trouble Found (NTF) fee to cover the scanner inspection, restocking, and the shipping costs associated with the AUR request.

A NTF repair claim occurs when (a) a reported problem or defect cannot be reproduced by a Digital Check repair technician, and (b) the scanner performs to specifications within the factory's automated quality assurance testing program. Frequent causes of NTF claims include PC workstation related software and hardware issues not associated with the scanner hardware performance.

Non-Warranty Repair (NWR) Claims:

In the event a returned scanner is determined to be malfunctioning because of non-warranty related causes, Digital Check reserves the right to assess the end user customer with a flat rate repair fee, in addition to shipping costs associated with the AUR request. Non-warranty related causes include (a) foreign objects, such as staples and paper clips jammed inside the scanner; (b) the use of liquids found inside the scanner, such as white-out, liquid paper, or beverages; (c) excessive build-up of paper dust and debris resulting from not performing recommended user cleaning; or (d) operating the scanner outside the recommended normal duty cycle, electrical and environmental conditions. See exclusions below for an expanded listing of non-warranty related items. If a scanner is determined to be non-repairable due to user negligence or abuse, the end user customer will be responsible for the costs associated with replacing the scanner.

Scanner Cleaning Requirements:

End user customers are responsible for performing periodic cleaning of the scanner rollers, paper path, and scan heads to remove normal paper debris and other contaminants. Customized cleaning kits and cleaning cards are recommended and can be ordered from www.digitalcheck.com. Instructional videos and support and scanner documentation on how to properly care for your Digital Check scanner are also available at www.digitalcheck.com/support/

Exclusions:

The AUR service program excludes coverage of the following items and additional charges will apply:

- 1) Consumable items, such as inkjet cartridges, feed rollers, cleaning cards, and cleaning swabs.
- 2) Cleaning products, such as cleaning cards, cleaning swabs, and canned air.
- 3) Any repair request for a product in 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 the end user customer to perform periodic product maintenance as recommended in the scanner user manuals;

- k) any other cause not relating to a product defect; and
 - l) damage to, or abuse of, the coating on the surface of the scanner through inappropriate cleaning, as described in product user manual.
- 5) Removal, installation, and setup service charges.
- 6) Digital Check provides no warranty for the third-party software included with the product or installed by the customer.

Acceptance of the AUR Program Agreement Terms and Conditions:

By purchasing a Digital Check scanner with AUR service coverage, the end user customer agrees to the terms and conditions outlined in this agreement. As a result, no additional agreement is required by the customer to initiate AUR program coverage.