



## **e-ImageData Limited Product Warranty**

**Items Covered:** The e-ImageData factory service warranty covers the ScanPro Microfilm Scanners, Roll Film and Fiche Carriers, their parts and assemblies.

No upgrades are covered in this policy. e-ImageData will do upgrades for Resellers, at full price. Upgrades include (but are not limited to) Firewire to USB 3 conversion, old feet to new feet, old bearings to new bearings, non-AFC ready to AFC ready.

**Limited warranty:** The manufacturer's sole obligation shall be, at the discretion of the manufacturer, limited to the repair or replacement of parts or products manufactured by e-ImageData and which are determined by the manufacturer to be defective within the applicable warranty period. Replacement product or replacement parts may include remanufactured or refurbished parts or components. Defective items must be returned to the manufacturer only after return authorization is obtained from the manufacturer, with shipping and handling charges prepaid.

THE LIMITED WARRANTIES CONTAINED IN THIS AGREEMENT ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF THE PRODUCTS. THE MANUFACTURER WILL NOT BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY BY THE MANUFACTURER'S NEGLIGENCE) LOSS OF PROFIT OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCTS.

This limited warranty does not extend to any product which has been subject to misuse, neglect or accident, damage caused by the use of supplies or parts not technically satisfactory, repairs or modifications not approved by the manufacturer. This Limited Warranty does not apply to the following: damage caused in shipping, glass breakage, lamps or supplies which requires periodic replacement due to normal use or wear. The manufacturer does not assume responsibility for consequential damages of any nature and shall not be liable for damages resulting from malfunctions or interruptions in the operation or function of the manufacturer's products.

All repairs of ScanPro equipment fall into two categories:

1. **In Warranty:** USB 3.0 units have a 3-year warranty from their original ship date. All units shipped after 12-1-16 have a 3-year warranty.

2. **Out-of-Warranty:** All firewire units sold before 11-30-16 are out of warranty. Any USB 3.0 units shipped before Feb 1, 2015 are out of warranty.

Service can be handled in the following ways:

**Warranty:**

A reseller does service. Initially e-ImageData will charge for parts, and once defective parts are returned, credit is issued. Exceptions can be made on case by case basis (i.e., glass assemblies don't need to be returned). Reseller can return the unit to e-ImageData. The reseller pays shipping both ways and e-ImageData will do the repair for free.

**Out-of-Warranty:**

A reseller can send any unit that is out of warranty to e-ImageData for repair. Reseller must pay shipping both ways. Reseller will incur a flat rate charge of \$495 - no exceptions. e-ImageData will extend the factory warranty for 1-year on the equipment. Reseller can do the repair themselves but must pay the full Reseller rate for repair parts. It is up to the Reseller if they chose to return defective parts to e-ImageData. Only the parts repaired will have 1-year warranty, not the entire scanner.

**SPECIAL NOTE ABOUT SHIPPING:**

**Domestic:** For any parts or units being returned, a Return Merchandise Authorization (RMA) must first be obtained from Jen Wand (jwand@e-imagedata.com). e-ImageData reserves the right to return ship unopened parts/units received without RMA's.

**WARNING:** It is extremely important for units to be returned in original factory packaging. Failure to do so will almost certainly result in shipping damage and additional charges. If a Reseller/customer no longer has the packing, e-ImageData will provide it free of charge.

**International:** For any parts or units being returned, a Return Merchandise Authorization (RMA) must first be obtained from Jen Wand (jwand@e-imagedata.com). e-ImageData reserves the right to return ship unopened parts/units received without RMA's.

**WARNING:** It is extremely important for units to be returned in original factory packaging. Failure to do so will almost certainly result in shipping damage and additional charges. If a Reseller/customer no longer has the packing, e-ImageData will provide it free of charge.