

Advanced Unit Exchange (AUE) Extended Warranty Program

TERMS AND CONDITIONS AGREEMENT

Scanners purchased with a *Superior Press Extended Warranty with Advanced Unit Exchange (AUE)* option will receive a scanner via expedited UPS 2nd day Air freight services to replace a scanner that is not working due to hardware (scanner) failure resulting from defects in material and workmanship. Available in terms of up to three years, the AUE program covers all costs including the replacement scanner, all domestic freight charges*, parts, materials, and labor costs associated with repairing scanner defects. Scanners returned by end users for valid warranty repairs will be repaired and returned to the Superior Press managed AUE replacement scanner inventory. If your scanner purchase did not include the AUE Extended Warranty option, please contact Superior Press within thirty (30) days to add this extended warranty coverage to your scanner. The AUE coverage period begins on the date of the scanner purchase by the end user. **Advanced Unit Exchange (AUE) Scanners:** As part of the AUE program, Superior Press will own and maintain a replacement pool of replacement scanners. When an approved AUE incident request is received by 7 PM EST, Superior Press will ship a replacement unit out the same business day. Approved AUE requests received after cut-off time will ship no later than the next business day. Units returned for repair are tested, repaired, inspected for quality control and re-packaged before being returned to the AUE replacement pool for future use as a replacement unit. **NOTE THAT BY PARTICIPATING IN THIS AUE PROGRAM THE END USER AGREES TO RETAIN A REFURBISHED REPLACEMENT PRODUCT INSTEAD OF THE ORIGINAL PURCHASED SCANNER. THE ORIGINAL COVERED NONWORKING SCANNER WILL NOT BE RETURNED TO THE END USER AND SHALL BECOME THE PROPERTY OF SUPERIOR PRESS.** Superior Press certifies each AUE 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. **AUE Request Process:** To initiate an AUE request, the end user should first contact the level-one technical support help-desk provided by their financial institution or solution provider. The level one help desk is required to be trained 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 financial institution. **Returning Scanners for Repair:** A prepaid UPS label will be included by Superior Press with each approved AUE unit. **IT IS THE SOLE RESPONSIBILITY OF THE END USER TO RE-PACKAGE THE PROBLEM SCANNER (INCLUDING THE POWER SUPPLY & USB CABLE) USING THE SAME SHIPMENT CONTAINER THAT THE AUE REPLACEMENT SCANNER ARRIVED IN AND RETURN TO THE UNIT FOR CREDIT. UPON RECEIPT OF THE RETURNED SCANNER, SUPERIOR PRESS RESERVES THE RIGHT TO INVOICE THE END USER 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 END USER WILL BE BILLED FOR THE REPLACEMENT COST OF THE SCANNER AND NO ADDITIONAL EXCHANGES WILL BE HONORED UNTIL THE INVOICE IS PAID OR SCANNER IS RETURNED. IF PAYMENT IS NOT RECEIVED WITHIN (14) BUSINESS DAYS, SUPERIOR PRESS RESERVES THE RIGHT TO SEND OUTSTANDING INVOICES TO A COLLECTION AGENCY.** **No-Trouble-Found (NTF) Repair Claims:** For each no-trouble-found claim, Superior Press reserves the right to charge a checkout fee of \$85.00 in addition to the UPS shipping fees back to the end user. 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 or incorrect CPU settings. **Non-Warranty Repair (NWR) Claims:** Non-warranty repair claims include: jammed staples, damage resulting from user negligence, "white out" on scan head surfaces, excessive buildup of ink and debris resulting from not performing recommended cleaning, or operating the scanner outside the normal duty cycle, electrical and environmental conditions, etc. See exclusions below. Superior Press reserves the right to charge for the applicable repair costs or cleaning costs associated with a non-warranty repair claim. In addition to these fees, Superior Press also reserves the right to charge end users the associated UPS shipping charges for the deployment of the outbound replacement scanner and the return of the original scanner. If a scanner is determined to be non-repairable due to user negligence or abuse, the end user will be responsible for the costs associated with replacing the scanner. **Scanner Cleaning Requirements:** End users are required to perform normal cleaning of the rollers, paper path, and scan heads to remove normal paper debris and other contaminants. Superior Press offers factory approved cleaning kits for maintaining proper product performance, AUE 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 scanners User's Guide. **Acceptance of the AUE Program Agreement Terms and Conditions:** When purchasing a scanner that includes

ON TIME. THE FIRST TIME. *EVERY TIME.*

AUE Warranty Coverage, the end user is agreeing to the terms and conditions outlined in this agreement. As a result, no additional agreement is required by the end user to initiate AUE program coverage.

**AUE freight charges for international shipments will be paid by the end user*

Conditions of the Advanced Unit Exchange Program

- An AUE RMA Request 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 Superior Press.
- Log Files are required to be turned on in the API and remote monitoring enabled to allow a faster determination for the scanners status and possible problems
- Cleaning Applications that are available by the OEM may be required on the 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.
- The **AUE** period begins on the date of shipment from Superior Press to the end user.
- The Scanner to be returned for repair must be shipped back to Superior Press in the same shipping container that the replacement scanner arrived to the end user in. Superior Press will generate a pre-paid UPS return label for easy return of the problem scanner (including the accessories).
- Routine cleaning is the responsibility of the end user. It is recommended that the end user use an OEM approved cleaning kit to regularly clean the scanner and ensure optimum performance.

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 Superior Press.
 - 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 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 OEM 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 approved cleaning cards and swabs as authorized by the manufacturer.
 - 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. Superior Press provides no warranty for the third-party software included with the product or installed by the end user.

If you have questions about the Advanced Unit Exchange (AUE) Extended Warranty Program, please contact your Superior Press service representative by calling 888-234-9425 or by email at rdc@superiorpress.com. Please provide your scanner serial number when contacting Superior Press so that we can research your order history in a timely manner.

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