

# User guide

Business Office Deposit  
Scanner Warranty Information &  
Return Process



# Scanner Warranty Information

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## Scanner Extended Service Plan

A service plan is supplied for each scanner providing you with scanner support services. These services are provided by a third party, Superior Press (the vendor), and start the day of shipment. Working with your Treasury Client Services Professional, you will follow the replacement/return guidelines as stated in your service selection.

## Advanced Exchange Service Plan

Under the advanced exchange service plan, a replacement product is shipped to you to replace a failed scanner.

- The replacement scanner is shipped to the current scanners location by “overnight/next day delivery” and scanner vendor, Superior Press. These costs such as shipping costs will be passed to you.
- You, the customer, return the failed scanner to scanner vendor, Superior Press, using the provided shipping label and original or replacement product packing material.
- You, the customer, pay inbound shipping at surface rate.

## Terms & Conditions

- The initial term of each advance exchange service plan period will begin the day of shipment and end on the day after anniversary date of this agreement to make all service plans coterminous.

## Exclusions

The advanced exchange service plan does not cover the following items.

- Inkjet Cartridge
- USB cable
- Any product, on which the serial number has been defaced, modified or removed.
- Damage, deterioration or malfunction resulting from:
  1. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  2. Repair or attempted repair by anyone not authorized by Digital Check.
  3. Damage to, or loss of, any programs, data or removable storage media.
  4. Software or data loss occurring during repair or replacement.
  5. Any damage of the product due to poor packaging and shipment.
  6. Removal or installation of the product.
  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. Normal wear and tear.
  10. Failure of owner to perform periodic product maintenance as stated in User Guide, such as cleaning of the track and rollers with a cleaning card authorized by Digital Check.
  11. Any other cause which does not relate to a product defect.
  12. Damage to, or abuse of, the coating on the surface of the scanner through inappropriate cleaning as described in product User Guide.
- Removal, installation, and set-up service charges.
- Digital Check provides no warranty for the third-party software included with the product or installed by the customer.



# Scanner Return Process

## Service Process for Product Replacement

- The bank will initiate a trouble call/ticket to first level service provider (or customer if there is no first level service provider).
- If the bank (first level service provider) cannot resolve the product problem, the bank will report the issue to the vendor.
- The bank or end user, as the case may be, will use original or replacement product shipping boxes and packing and shipping materials provided by the vendor when shipping defective products to the vendor.
  - Customer will not be liable for delay in returning a defective product to the extent such delay is caused by the vendor's failure to provide the replacement product and the accompanying shipping boxes and materials.
- The bank or end user, as the case may be, shall return to the vendor the defective or allegedly defective product in accordance with the call tag procedures.
- A product replaced, or for which a refund has been issued, and that has been returned to the vendor, shall become the property of the vendor.

## Initial Call Tag

Upon processing an order for a replacement product, the vendor will include with the replacement product:

- An authorized return service (ARS) box label.
- A letter (the form of which has been provided or pre-approved by customer) explaining the procedure for returning the failed product.
- Customer, affiliate bank, or end user, as the case may be, shall return the defective product to the vendor within seven (7) business days of the date of the initial call tag letter.

## Second Call Tag

If the failed product requested in the initial call tag is not received by the vendor within seven (7) business days of the date of the initial call tag letter, the vendor shall mail a second letter and a second ARS label requesting that the failed product be returned.

**NOTE:** The second call tag is sent via first-class U.S. mail.

## Final (Third) Call Tag

If the failed product described in the initial and second call tag letters is not received by the vendor within thirty (30) business days from the date of the second call tag letter, the vendor shall mail a third letter and a third ARS label requesting that the defective product be returned to the vendor within seven (7) business days of the date of the third letter. The final call tag is shipped via first-class U.S. mail. If customer fails to timely return the failed product to the vendor within the seven (7) day period, customer will be billed, to their account analysis statement, the purchase price for the replacement product.

**NOTE:** For replacement products, any time remaining on the then-current service plan term for the original product, will be applied to the replacement product. Replacement products shall be of the same make, model and revision level as the product being replaced.

- If the product being replaced is no longer in production, the replacement for such product may be a substantially similar product with no less functionality as the product being replaced. Replacement products may be new, refurbished or pre-installed (if in accordance with the manufacturer's specifications), in the vendor's reasonable discretion.

