

## PAYSTATION WARRANTY OPTIONS

	Advanced Unit Exchange (AUE) Program	Extended Standard Depot/Manufacturer Warranty
When must this warranty be purchased?	Must be purchased at time of scanner purchase.	Must be purchased at time of scanner purchase or within 30 days before the 1 or 2-Year Standard Depot/Manufacturer Warranty expires.
What are the available warranty periods?	1, 2 or 3 year plans can be purchased.	Additional 1, 2 or 3 years can be purchased.
When does the warranty commence?	On the date the scanner is shipped to the client.	After the 1 or 2-Year Standard Depot/Manufacturer Warranty ends.
Does it replace the Standard Depot/Manufacturer Warranty?	Yes. Upgrades the Standard Depot/Manufacturer Warranty to replacement coverage.	No. Extends the Standard Depot/Manufacturer Warranty for an additional 1, 2 or 3 years.
Does this warranty provide a replacement scanner?	Yes. To eliminate any extended wait times, a replacement scanner is sent to the client.  Note: the original scanner purchased is not returned to the client.	No. The original scanner purchased is repaired and returned to the client.
What is the expected wait time?	If a service request is received before 3:30 PM ET, the replacement scanner is shipped the same business day.  If received after 3:30 PM ET, it is shipped the next business day.	Client must send the defective scanner to Paystation. The scanner is repaired and returned to the client.
My scanner needs to be sent in for service. Am I responsible for shipping charges?	No. Shipping charges to and from the Paystation depot are included.	Yes. Shipping charges to and from the Paystation depot is the responsibility of the client.
Are parts and labour included?	Yes.	Yes.

Note: All scanners should be returned in their original box and packaging. If not, charges will apply. Please see *Manufacturer Warranty Exclusions* for additional information.

## **MANUFACTURER WARRANTY EXCLUSIONS (Non-warranty or voided warranty items)**

### **DIGITAL CHECK**

1. Any product on which the serial number has been defaced, modified or removed.
  2. Digital Check provides no warranty for the third-party software included with the product or installed by the customer.
  3. 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 or parts not meeting Digital Check specifications
    - i) Routine wear and tear including rubber rollers, belts, missing or broken feeder extensions and blotting pad assemblies
    - j) Cosmetic damages such as scuffs, adhesives, scrapes, scratches or markings that may be on the scanner covers. Cosmetic damage will be repaired or replaced for an additional charge
    - k) Main boards, control boards or non-mechanical parts such as flaps, covers, casings, doors, etc. and related components
    - l) Failure of owner to perform periodic product maintenance as stated in the product user manual, such as cleaning of the track and rollers with a cleaning card authorized by Digital Check or adjusting the feeder discriminating roller to compensate for roller wear
    - m) Any other cause which does not relate to a product defect
    - n) Damage to, or abuse of, the coating on the surface of the scanner through inappropriate cleaning
- Removal, installation and set-up service charges
  - Shipping from the customer site to the factory. All scanners are returned to the customer via standard ground shipment. Expedited shipment is available at the then current price.

### **PANINI**

Warranty shall not apply to any Panini hardware product that:

1. Have been subjected to improper handling, operation, maintenance, repair, use, or alteration,
2. Have been subjected to misuse, negligence, improper installation, or accident,
3. Have non-standard (non-Panini or non-Panini authorized) parts, assemblies, or consumables & supplies installed or utilized, or
4. Have not been properly stored,
5. Have not been repaired or attempted to be repaired by Panini directly or a Panini authorized service provider, or
6. Have not been registered directly with Panini.

**Client not under warranty or with voided warranties are always provided with a quote  
and must approve charges prior to repair.**