Precision Products, Inc.

Warranty and Return Policies

Scanners and software products from Precision Products, Inc.’s technology partners are provided based on their policies.

Kodak and Alaris Scanners

1. For a Product to be eligible for return, it must be in Resale Condition (one hundred percent (100%) complete, including all original boxes, packing materials, manuals, blank warranty cards, and other accessories provided by the OEM (Original Equipment Manufacturer), and the seal on disks intact), received within the time periods described in this policy, and not designated as "non cancellable" or "non returnable" when quoted.

2. If the Product is a special order item or not in Resale Condition, then Reseller (Precision Products, Inc.) will accept the return only if the OEM will accept the return from Reseller.

3. Unless otherwise stated herein, shipping, and if applicable, OEM restocking fees, shall be at Customer's cost.

4. If return is due to Reseller's error, and the return request is made by Customer within thirty (30) calendar days of receipt of Product, then Reseller will accept the return at no additional cost to Customer.

5. If Customer ordered the incorrect Product or has decided that it no longer wants the Product, then Reseller will accept the return from Customer, provided the OEM will accept the return from Reseller. OEM charges and/or restocking fees, if any, will be paid by the Customer. Shipping shall be paid by Customer.

Return Guidelines – Kodak Alaris

https://newwavetech.com/images/pageTitleRule.gif

All returns must have prior approval from Kodak Alaris’ distribution customer service department that the scanner was shipped from to the customer. To obtain an RMA number you may call our customer service department directly at 800.420.0091 (ext. 1) and emailing [info@PrecisionProductsInc.com](mailto:info@PrecisionProductsInc.com) for an RMA form. Please have the following information available:

* Contact information (customer name, contact, email, ship to location)
* Invoice / Order Number
* Customer Account Number
* Manufacturer Part Number
* Serial Number
* Reason for Return (Include any helpful information such as: error code message, symptoms, etc.)

Once approved, we will assign you an RMA number. This number is valid for 30 days, so please return the merchandise promptly. Please review the distributor’s [shipping guidelines](https://newwavetech.com/returnguidelines.asp#ship) before you return the merchandise.

**Return Guidelines**

The Kodak distributor will make every reasonable effort to accommodate your return requests and attempt to “ease the pain”, however, as in any business certain guidelines must apply. End-of-life or non-standard merchandise are not eligible for product returns. Defective products returned incomplete or not returned in the original packaging will be assessed a charge for missing items. Be sure to include all accessories, cables, software and manuals. Items quoted as non-cancelable, non-returnable are only eligible for return if the product is defective.  
  
**Returns within 30 days:**  
Merchandise, which has been returned, unopened and “as new” in its original packaging within 30 days from the initial invoice date will receive 100% account credit minus shipping charges. Once product is returned to the distributor, and it has been determined the outer seal has been broken; you will be subject to our opened equipment policy.

**Returns 31 days and beyond:**  
Equipment returned beyond 30 days and within 60 days from the initial invoice date, which has been unopened and “as new” in its original packaging will be subject to a 5% restocking fee. Return requests of new and unused merchandise beyond 60 days from the invoice date will be reviewed on an individual basis with effort being made to accommodate your request. Kodak’s distributor shall retain sole discretion in approving a return authorization. If approved, an appropriate restocking fee will be determined, based upon, but not limited to, the manufacturer policies, warranty guidelines and prevailing manufacturers pricing policies.  
  
**Opened Merchandise:**  
Once merchandise has been opened it is considered "used equipment" and therefore cannot be resold by The Kodak distributor as new. Complicating this issue, each circumstance is unique and therefore must be reviewed on an individual basis. If The Kodak distributor approves the return request, a re-stocking fee will be based upon the financial burden The Kodak distributor incurs in repositioning the inventory. Costs incurred are warranty restrictions, manufacturers repackaging, testing, certification fees and all other financial costs related to inventory write-down. ("new to used" or "new to refurbished")  
  
**DOA / Defective Returns**  
Defective returns are Products purchased from The Kodak distributor that are inoperable or do not function in accordance with the specifications published by the manufacturer and are covered by the manufacturers published warranty. Products that are inoperable upon initial use are usually eligible for return within 30 days from receipt date. We will make every reasonable effort to exchange, repair or credit defective products. When contacting us to return a DOA product, please provide us with contact information of the person you spoke with at the manufacture who determined the product is DOA. There may be isolated situations where certain manufactures limit the return time frame after purchase or would prefer to handle the DOA directly with you. Defective products returned incomplete or not returned in the original packaging will be assessed a charge for missing items. Be sure to include all accessories, cables, software and manuals.

**Shipping Damage**

If a package containing Product purchased from Reseller arrives at Customer's ship-to address with external damage, Customer should refuse to accept delivery from the carrier. If Customer does accept delivery of such a package, Customer must:

1. Note the damage on the carrier's delivery record so that Reseller may file a claim;

2. Save, as is, the merchandise and the original box and packaging it arrived in; and

3. Promptly notify Reseller in writing within five (5) calendar days of delivery acceptance to arrange for carrier's inspection and pickup of the damaged merchandise.

If Customer does not comply with the above requirements, Customer will be deemed to have accepted the Product as if it had arrived undamaged, and Reseller's regular return policy, as described herein, and all OEM warranties and restrictions will apply.

**Shipping Guidelines**

* Use the original manufacturers’ boxes and packaging
* Put RMA number on the shipping label
* Do not write address or RMA number on the box- use the label
* Be sure to include all accessories, cables, software and manuals
* Remember- RMA numbers are only valid for 30 days
* Returned merchandise is the responsibility of the customer- Please ship insured

**ROWE 850i SERIES 2YR WARRANTY INFORMATION**

* Thank you for purchasing your ROWE 850i scanner (the “Equipment”). Paradigm Imaging Group is the distributor and Precision Products, Inc. is their authorized dealer for the Texas DIR-CPO-4820 contract and provides initial customer support for the Equipment. If you have any problems, please contact Precision Products, Inc. or Paradigm Imaging Group.
* **THIS WARRANTY MUST BE ACTIVATED.** To activate the warranty, the Equipment must be registered within 10 days of receipt. **Note that a service call cannot be placed on your Equipment if the warranty is not activated.** Go to <https://www.paradigmimaging.com/group/support/scanner-warranty-activation.html> . If you have any problems activating the warranty, please contact Paradigm Imaging Group at the number below.

**WHAT TO DO IF THERE IS A PROBLEM**

* Contact Precision Products, Inc. at [Info@PrecisionProductsInc.com](mailto:Info@PrecisionProductsInc.com) or Paradigm Imaging Group at 714-432-7226 or 888-221-7226, 8am to 5pm PST or email support@paradigmimaging.com
* Paradigm Imaging Group shall attempt to diagnose the reported failure via telephone or email and, if considered appropriate, attempt the resolve the reported failure by requesting the customer to carry out any required standard operational maintenance, provide sample files or make adjustments which the customer can reasonably be expected to conduct. Our experience is that most problems can be resolved through telephone and email support.
* If the failure cannot be resolved in this manner then, if required, parts will be sent and a technician will be dispatched to the customer’s site.
* **ROWE WARRANTY INFORMATION SUMMARY**
* The Equipment comes with a standard two-year on-site warranty to maintain it to the manufacturer’s specifications based on information from the manufacturer. The manufacturer determines what is repairable under the warranty. If the customer has a problem, the Reseller or Paradigm Imaging Group will work with the customer to resolve the problem and to determine if the problem is caused by a defect in the scanner.
* The warranty does not cover the software or computer configuration, or installation issues. Paradigm Imaging Group will provide, to the best of our ability, telephone and email support for these issues. Consumable items are not covered under the warranty. Please see LIST OF CONSUMABLE ITEMS.
* The warranty does not cover damage to the Equipment caused by misuse, neglect or accident, or damage caused by shipping or moving the Equipment.
* If the Equipment is damaged during installation (i.e.: such as inserting the cable improperly) then the customer will have to pay time and materials for a service technician to repair the Equipment.
* If a technician is called on-site and it is determined that the problem is not covered under the TERMS AND CONDITIONS of the warranty, then the customer will be liable for time and material charges. Please see the WARRANTY TERMS AND CONDITIONS.
* At the end of the two-year warranty period, the on-site warranty agreement may be extended by renewing the agreement before the end of the existing agreement. If there is a lapse in the on-site warranty agreement, the service provider will require a maintenance visit (at customer’s expense) before an agreement may be renewed.

DocuWare

DocuWare warrants that the Deliverables upon date of delivery are substantially free from defects. DocuWare warrants that Software will substantially comply with the features and functions specified in the respective Documentation in the data sheet to the respective Software (published e.g. under [**www.docuware.com**](http://www.docuware.com/)). DocuWare’s return policy will govern license returns.

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| DocuWare Cloud: |
| • Each term is at least 12 months paid at beginning of contract terms and non-refundable. |
| • DocuWare Cloud Base products can only be purchased annually.  • Multi Year contracts can be purchased in advance to assure pricing. (up to 5 years). |
| • The Cloud subscriptions are automatically renewed at the end of each term for a 12-month term unless the subscriptions  are expressly terminated in writing by the Authorize DocuWare Partner at least 30 days before the end of the term.  The termination notice must be sent to the Orders Team at [dworders@docuware.com](mailto:dworders@docuware.com) in due time. |

**DocuWare Software - Premises** (for installation of software on customer’s servers and client stations):

• Prices listed for software are retail prices for each respective DocuWare Software component. Software can only be purchased in conjunction with mandatory Maintenance and Support.

The 1st year price includes Software and a Maintenance and Support Subscription for the first 12-month term is purchased. Any new DocuWare software components are purchased as a package with the Maintenance and Support.

• With mandatory annual Maintenance and Support, the customer receives access to all fixes, service packs, updates and upgrades to the DocuWare software products initially purchased or subsequently added.

• The Annual Maintenance and Support Subscriptions are automatically renewed at the end of each term for an additional 12 months if they are not officially cancelled by the Authorized DocuWare Partner (Precision Products, Inc.) or DocuWare via written notice, a minimum of 30 days before the conclusion of the term. The subscriptions must be expressly terminated in writing by the Authorize DocuWare Partner at least 30 days before the end of the term. The termination notice must be sent to the Orders Team at [dworders@docuware.com](mailto:dworders@docuware.com) in due time. Reinstatement of cancelled maintenance and support subscriptions is subject to a reinstatement fee if reinstatement is declared after 30 days from the date of the subscription’s auto renewal date.