

PROSCAN WARRANTY TERMS

All products

This note is intended to highlight certain points. It does not replace the terms included with each product as warranty terms specific to that product may also apply as stated in the manufacturer's warranty.

Unless otherwise stated in writing, warranties are on a return-to-base (RTB) basis, with most RTB products being serviced in Sydney. When the warranty is stated as on-site (OS) in our price list, please check at time of order that this covers your suburb.

For some products, priority support contracts or maintenance contracts may be available as an option to offer a faster turn-around time than the normal service level applicable to that product. Some of these optional contracts also offer a loan unit should the repair exceed a certain time. In the absence of a specific priority support contract or maintenance contract, products will be serviced within the applicable PROSCAN service level applicable to that product. Should the product not be serviced within the applicable PROSCAN service level, PROSCAN will extend your product warranty by the number of days it took PROSCAN to service it.

Specific limitations usually apply to on-site warranties.

Items needing repair or replacement due to normal wear and tear or misuse of the product are not covered.

Limitations may apply when using a product well in excess of its normal duty cycle.

Additional points specific to **scanners**:

Please note some items are considered consumables and are not covered by the normal product warranty. This includes light tubes (6 months only), external cables (3 months only), belts, rollers, film holders and pads.

Keep the packaging! Scanners are fragile (glass, mirrors...).

Additional points specific to **LCD monitors**:

Tolerance for A-grade monitors is a maximum of 2 dead pixels when new and a maximum of 4 pixels during the warranty period. If anyone claims they'll do better, make sure you get it in writing from the manufacturer! There are more than 1.3 Million pixels on a 17" LCD...

Additional points specific to **digital cameras**:

Before returning a suspected faulty camera, always check it with a new set of batteries and a different memory card first! A service fee will apply if the only "fault" was flat batteries or a faulty third party memory card.

Water damage and damage to the case (e.g. if dropped) are not covered.