

# Warranty Information

## LIMITED WARRANTY:

RDM network series scanners are warranted against defects in materials and workmanship under normal use and service for a period of two years after the date of receipt by you. This warranty is extended only to the original purchaser. Extended warranty programs might be offered by your solution provider.

The entire liability of RDM Corporation (the Corporation), distributors of the RDM network scanners and manufacturers of auxiliary equipment used with the RDM network scanners and your exclusive remedy shall be, at the Corporation's option either (a) return of the price paid, or (b) repair or replacement of the RDM network scanners that does not meet the limited warranty and which is returned to the Corporation with a purchase receipt or other proof of date of original purchase which will be required in order to exercise your rights under this warranty.

The limited warranty is void if failure of the RDM network scanners has resulted from accident, abuse or misapplication. Any replacement RDM network scanners will be warranted for the remainder of the original warranty period.

The equipment is sold with the understanding that neither the Corporation, such distributors nor such manufacturers will be liable for any damages whatsoever (include, without limitation, direct or indirect damages for personal injury, loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use of or inability to use the RDM network scanners, even if the Corporation, such distributors and/or such manufacturers have been advised of the possibility of such damages.

In any case, the entire liability of the Corporation, such distributors and such manufacturers with respect to the RDM network scanners shall be limited to the amount actually paid by you for the RDM network scanners. The Corporation, such distributors and such manufacturers disclaim all other warranties, express or implied, including, without limitation, implied warranties of merchantability and fitness for a particular purpose with regard to the RDM network scanners and the accompanying written materials.

## WARRANTY SPECIFICS:

This warranty only covers failures due to defects in materials or workmanship, which occur during normal use.

It does not cover the following:

- Damage, which occurs in shipment;
- Failures which are caused by products not supplied by RDM;
- Failures which result from accident, misuse, abuse, neglect, excessive dirt or dust cause by lack or preventative maintenance measures, mishandling, misapplication, alteration or modification;
- Service by anyone other than RDM;
- Damage that is attributable to acts of nature including but not limited to:
  - Flood, lightning, power surge or static electricity, water damage, fall, theft, or vandalism;
  - Spillage of liquid or objects that have fallen into the equipment;
  - Equipment that has been exposed to excessive heat or unstable environmental conditions;
  - Consumables such as Franker Roller or Franker Assembly, or other RDM network scanners consumables or accessories such as cables.

RDM scanner units with problems found to be caused by incorrectly set configuration parameters are not considered defective and will not be serviced under warranty.

Warranty is void if any of the external case of the unit has been opened or removed or the unit has, in RDM's opinion, been damaged through misuse or improper care.

Units returned to RDM for warranty repair will be reconfigured with factory defaults and returned to customers.

RDM and its authorized service depots reserve the right to charge a fee for scanners found to be problem free "No Trouble Found".