



## WARRANTY PROGRAMS

## **ID ZONE WARRANTY SERVICE POLICY**

The Customer is responsible for reporting technical problems to ID Zone. ID Zone will provide technical support within the context of the following support levels:

LEVEL 1 – The Customer contacts ID Zone’s Technical Support Department to report a printer problem. The proper steps will be taken to attempt to correct the problem over the phone or via remote administration.

LEVEL 2 – If the problem cannot be resolved over the phone or via remote administration, the printer may be sent to ID Zone’s Technical Support Department for service. A return merchandise authorization (RMA) number will be issued for all returns. If the Customer’s warranty includes the Loaner Printer program, a loaner printer will be cross-shipped to the customer.

## **STANDARD MANUFACTURER WARRANTY INFORMATION**

ID Zone is an Authorized Service Center for all of the products we offer. All products purchased from ID Zone include depot service during the Manufacturer’s Standard Warranty Period. All warranty service provided by ID Zone will be subject to the terms and conditions of the Manufacturer’s Warranty. All parts and service labor are covered during the Standard Warranty Period.

In general, the Manufacturer’s Warranty will be null and void if the equipment is modified, improperly installed or used, subjected to unusual physical or electrical stress, abuse or damage, damaged by accident or neglect, or in the event any parts are improperly installed or replaced by the user. ID Zone shall be under no obligation to furnish any warranty service if adjustments, repair or replacement parts are required because of a customer’s use of card stock and/or ribbons not approved by ID Zone.

## **EXTENDED WARRANTY INFORMATION**

The Extended Warranty offered by ID Zone should be purchased within 60 days of printer or system purchase. An Extended Warranty may be purchased after 60 days only with pre-authorization by ID Zone. (Note that there is an additional fee when purchasing an Extended Warranty more than 60 days after printer purchase.) All Extended Warranties must be purchased before the expiration of the Manufacturer’s Standard Warranty and can be renewed annually for up to three years after the initial purchase date. Each additional year of Extended Warranty must be purchased before the current year’s warranty expires. All parts and service labor are covered during the Extended Warranty period.

If ID Zone Technical Support is unable to diagnose a printer problem over the phone, the ID Zone technician will request that the printer be returned to ID Zone for service and will issue the customer an RMA number.

**Returned printers without an RMA number will not be accepted by ID Zone.**

The usual turn-around time for all repairs is three to five working days from date of receipt. All printers will be returned to the customer via 3<sup>rd</sup> day delivery.

The ID Zone Extended Warranty will be null and void if the equipment is modified, improperly installed or used, subjected to unusual physical or electrical stress, abuse or damage, damaged by accident or neglect, or in the event any parts are improperly installed or replaced by the user. ID Zone shall be under no obligation to furnish any warranty service if adjustments, repair or replacement parts are required because of a customer’s use of ID Zone non-approved card stock and/or ribbons.

## **EXTENDED WARRANTY WITH LOANER PRINTER OPTION**

If the Extended Warranty plan purchased includes Loaner service, a loaner unit will be shipped to the customer if ID Zone Technical Support is unable to diagnose a printer problem over the phone or via remote administration, and the ID Zone technician requests that the printer be returned for service. Loaner units will be shipped via overnight delivery service from ID Zone. Every effort will be made by ID Zone to ship loaner printer requests on the same day or the next business day.

Please see Loaner Printer Agreement for more details.

## ID ZONE LOANER PRINTER AGREEMENT

Please check the appropriate box:    Credit Card     PO

**Customer Information:**

**Equipment Location:**

Company Name: \_\_\_\_\_  
\_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

RMA # \_\_\_\_\_ Printer Serial # \_\_\_\_\_

Date: \_\_\_\_\_

P.O. # \_\_\_\_\_ (or) Credit Card # \_\_\_\_\_  
Exp. Date \_\_\_\_\_

Credit Card Type:     Mastercard     Visa     American Express

Name on credit card: \_\_\_\_\_

**Cardholder Signature (required):**

\_\_\_\_\_

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1. By supplying ID Zone with a credit card number or purchase order number the undersigned agrees to the purchase of the loaner printer for the MSRP of the printer, which includes shipping and handling charges, ***if items 2 and 3 are not complied with.***
  2. The undersigned agrees to send **their defective printer** and have it arrive at ID Zone for repair within seven calendar days (shipping charges prepaid) of receipt of the loaner printer ***or the credit card or P.O. will be charged the MSRP for the loaner printer.***
  3. The undersigned agrees to return the **loaner printer** and have it arrive at ID Zone within seven calendar days (shipping charges prepaid) of receipt of their repaired printer ***or the credit card or P.O. will be charged the price listed in item 1 above for the loaner printer.***
  4. Any equipment received after the seven calendar days listed in items 2 & 3 above will not be subject to a refund unless a valid shipping number was supplied to ID Zone prior to the sixth calendar day as stated in items 2 & 3 above.
  5. Charges applied to said credit card or purchase order are non-refundable.
  6. Any courtesy extended for additional calendar days will not be considered as a waiver to the terms of this agreement.

7. Customer agrees to this process.
8. Customer is responsible for all shipping charges to ID Zone; ID Zone will pay for all return shipping charges to Customer.

(Signature Required):

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## **ID ZONE TECHNICAL SUPPORT CONTACT INFORMATION**

To report technical problems, please call (800) 910-5987 x5.

Technical Support Hours: 7:30 AM – 4:00 PM (CST)

Should your printer need to be shipped to ID Zone’s Technical Support Department for service, please call (800) 910-5987 x2 to receive a Return Merchandise Authorization number (RMA). **No printers will be received for service without an RMA number.**

### **Shipping Address:**

ID Zone

Technical Support Department – RMA# \_\_\_\_\_

1501 N.W. 163 Street

Miami, Florida 33169