

## Warranty Feature List

	Standard	Adv. Exch.	Adv. Exch. w/Onsite
<b>24/7 Web Support</b> <ul style="list-style-type: none"> <li>Technical support available via the Knowledgebase on the Support web site.</li> <li>Access to the Self Service Portal</li> </ul>	<b>X</b>	<b>X</b>	<b>X</b>
<b>Toll Free Line</b> <ul style="list-style-type: none"> <li>Technical Support by phone is available via a toll-free 800 or 888 number</li> </ul>	<b>X</b> (Xerox Only)	<b>X</b>	<b>X</b>
<b>Priority Call Response</b> <ul style="list-style-type: none"> <li>Calls from Adv. Exch. warranty customers are handled more quickly, and in a higher priority than non-ext. warranty customers.                             <ul style="list-style-type: none"> <li>Avg. Hold Time &lt; 2 Min.</li> <li>Avg. Time to Resolution &lt; 10 min.</li> </ul> </li> </ul>		<b>X</b>	<b>X</b>
<b>Return and Replace RMA</b> <ul style="list-style-type: none"> <li>RMA exchanges are available via a return and replace process.                             <ul style="list-style-type: none"> <li>Customers first send back defective unit</li> <li>Once defective unit is received, a replacement is then sent out via Ground service.</li> </ul> </li> </ul>	<b>X</b>		
<b>Priority Overnight RMA</b> <ul style="list-style-type: none"> <li>RMA replacements are first shipped* via Overnight delivery to the customer</li> <li>Once the customer receives the replacement, they package the defective unit and send back the unit.</li> </ul>		<b>X</b>	<b>X</b>
<b>Extended Coverage</b> <ul style="list-style-type: none"> <li>Warranties may be purchased for up to 5 years of coverage from the date of purchase.</li> <li>New Warranties must be purchased within 90 days of date of purchase.</li> </ul>		<b>X</b>	<b>X</b>
<b>On-Site Tech Support</b> <ul style="list-style-type: none"> <li>If TS determines site visit necessary:                             <ul style="list-style-type: none"> <li>Technician will be dispatched to coincide with replacement scanner arrival</li> <li>Technician will setup, troubleshoot, install replacement scanner, and ship back defective unit.</li> </ul> </li> </ul>			<b>X</b>
<b>1 Yr. Advanced Exchange Warranty Renewals</b> <ul style="list-style-type: none"> <li>Can be purchased anytime up to 90 days after expiration of standard warranty or Adv. Exchange agreement.</li> <li>Retroactive to either date of scanner purchase (if no prior warranty was purchased) or expiration of Adv. Exch. Warranty, which ever is later.</li> <li>Stackable for up to 5 years of total coverage from date of scanner purchase.</li> <li>Available as long as Scanner Model is In-Production.</li> </ul>		<b>X</b>	<b>X</b>

\*Credit Card required in order to secure Advanced shipment of the replacement. RMA requests must be made before 12pm PST in order to be delivered the following business day.