

Codonics Virtua Return to Factory Limited Warranty

Technical Brief

WHAT WE WILL PROVIDE

The Codonics* Virtua* Medical Disc Publisher is warranted by Codonics, Inc. against defects in materials and workmanship for 12 months from the date of original purchase or for the length of the term provided in the contract that this warranty is amended to. During that warranty period we will repair, or at Codonics option, replace free of charge, a product that proves to be defective in either material or workmanship within 15 days of receipt of the unit, provided you return the product, shipping prepaid, to Codonics, Inc. Cleveland, Ohio, USA or to an authorized service center.

SHIPPING INSTRUCTIONS

A Return Materials Authorization (RMA) number must be obtained from your sales/customer service representative. You must provide the serial number of the Product and must have original packing material before an RMA number will be issued. If packing materials are needed, you are responsible for their purchase. Any damage incurred in transit is not covered by the 12 month limited warranty. Codonics suggests that you insure the shipment en route to the service center. In addition, failure to use proper packaging material and an RMA number for returns may result in Products being rejected at the factory.

Should your Product/Products require service, return it with the following information attached: owner's name, address, telephone number, model number, complete serial number, and a clear description of the problem and service required.

NOTICE: VERY IMPORTANT

Be certain to remove the SmartDrive, any media, ink cartridge, and refer to the User's Manual for information on shipping the Virtua.

The packaged unit should be shipped to the Codonics designated collection point or factory. Contact your sales representative for assistance. The RMA number should be clearly written on the outside of the box. In any correspondence, refer to the Product by model number and serial number.

Whether the unit is under warranty or not, it is your responsibility to pay the shipping charges for delivery to Codonics. After warranty repairs are completed, Codonics will return the unit with postage prepaid. Out-of-warranty repairs will be returned C.O.D., billed to a major credit card, or on previously established credit (covering shipping costs and the service charge).

POLICIES

In warranty repairs are warranted for the balance of the remaining warranty period or a minimum of 90 days from the date of service whichever is longer. Any out-of-warranty repairs are warranted against defects in materials and workmanship for a period of 90 days from the date of service.

Turnaround time is the number of working days from the date of receipt in the Codonics service facility, not including return shipping time. Factory repair services average a 10 to 15 working day turnaround time.

The determination for either repair or replacement of a returned major component rests entirely with Codonics Customer Service. If no problem is found, each out-of-warranty unit returned is subject to a \$275 handling fee. Bench rates for out-of-warranty labor are \$138/hour (2 hour minimum).

Products returned without an RMA number are subject to delays or return to sender. If repair requests are not covered under warranty, the customer is notified before any repairs are made.

Out-of-warranty repair requires that Codonics Customer Service receive a purchase order prior to scheduling of the actual repair service. Copies must be sent via mail, but a facsimile copy is acceptable to allow scheduling of the repair service. A verbal confirmation of the purchase order is acceptable to receive an RMA number. Codonics Customer Service must receive a hard copy purchase order before repaired units will be returned to the customer.

EXTENDED WARRANTY

In order to maintain uninterrupted warranty coverage, Codonics offers Extended Warranty for the Virtua. Under Extended Warranty, faulty major components are repaired or replaced, at Codonics' option, with no additional charge to the customer. Codonics repairs the component, typically within 15 working days of receipt of the Products at Codonics, and pays for the standard return shipping to the customer. Customers are responsible for paying the shipping charges from the customer site to Codonics. As with in-warranty returns, customers must obtain a Return Materials Authorization number (RMA) and mark it clearly on the packaging prior to shipping the faulty unit to Codonics.

Extended Warranty is priced on a yearly basis and can be purchased for any single or multiple units installed at a site location. Pricing may be obtained from your sales representative.

LIMITATIONS

This warranty does not apply if the product has been damaged by accident, misuse, abuse, incorrect installation, or unauthorized modifications.

No other express warranty is given. The repair or replacement of a product is your exclusive remedy. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED HEREIN, CODONICS, INC. DISCLAIMS ALL WARRANTIES ON THE PRODUCTS FURNISHED HEREUNDER, INCLUDING ANY AND ALL IMPLIED WARRANTIES FOR MERCHANTABILITY AND FITNESS. Some states, provinces, or countries prohibit limitations on the length of an implied warranty; therefore the above cited limitations may not be applicable to you. IN NO EVENT SHALL CODONICS, INC. BE LIABLE FOR CONSEQUENTIAL DAMAGES. Some states, provinces, or countries prohibit the exclusion or limitation of incidental or consequential damages; therefore the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state, province to province, or country to country.

Products are sold on the basis of the specifications applicable at the time of manufacture. Codonics, Inc. shall have no obligation to modify or update products once sold.

NO AGENT, REPRESENTATIVE, DEALER, OR EMPLOYEE OF THE COMPANY HAS THE AUTHORITY TO INCREASE OR ALTER THE OBLIGATIONS OF THE WARRANTY.