



ViewPlus® Technologies, Inc.

Return Policy and Warranty Information

Congratulations! The ViewPlus® product that you have purchased has been built to meet the high quality standards of ViewPlus® Technologies products. Should your product have a proven defect within the warranty period, ViewPlus Technologies will repair without charge for parts or labor.

***If your ViewPlus® product is defective, please contact Technical Support as instructed below.
Our helpful staff use their expertise and attempt to solve your problem.***

- ◆ You must use the original packaging or other approved packaging to return your product.
- ◆ ViewPlus® Technologies pays for both the labor and replacement parts. You may be responsible for repair costs if the claimed defect can't be identified or reproduced in our service department or the defect was caused by improper use.
- ◆ Proof of purchase in the form of a bill of sale or receipted invoice (proving that the product is within the warranty period) must be presented to obtain warranty service.
- ◆ Technical Support: on the web at <http://www.viewplus.com/support/>, support@viewplus.com, or call (541) 754-4002 and select the support option.

WARRANTY ON OTHER SIDE

ViewPlus® Technologies Limited Warranty

What is covered: ViewPlus® Technologies, Inc. warrants to the first end user of the enclosed ViewPlus® product with this limited warranty statement, that the product conforms to the manufacturer's specifications and will be free from defects in workmanship and materials for a period of thirteen (13) months from the date of original purchase for all products sold outside of the EU, twenty five (25) months from the date of original purchase for all products sold inside of the EU as required by law. ViewPlus® Technologies warrants that the ViewPlus® product is manufactured from new components and parts or like-new components and parts which perform like new and meet the ViewPlus® Technologies' standard of quality.

30 Day Return Policy: All Viewplus® products are backed by a 30 day return policy. If you are dissatisfied with your purchase of a ViewPlus® product for any reason, you may return it Viewplus® for a refund. The 30 day refund policy is subject to the following conditions; the request for return must be within thirty (30) days from original shipment of the product from ViewPlus® Technologies, the refund will be subject to inspection by a qualified ViewPlus® service technician. Products that have been subject to any of the following will not be eligible under the 30 day return policy; addition of third-party parts, components, or peripheral devices added to the ViewPlus® embosser after its shipment from ViewPlus® Technologies, products that have had the label, logo, rating label or serial number removed, products that have been misused, abused or improperly installed, products that have been damaged by disasters such as fire, flood, and lightning, used improper electrical current, and products that have had service performed by other than an authorized ViewPlus® service provider. The refund will be subject to a restocking fee of up to 15%. The refund may be in the form of credit good towards the purchase of a different ViewPlus® product.

What ViewPlus® Technologies Will Do to Correct Problems: Should your ViewPlus® embosser prove defective during the warranty period, please contact the ViewPlus® Technologies Product Support Center for warranty instructions, and return authorization. Contact information and business hours for the Product Support Center are available from the ViewPlus® dealer from whom the embosser was purchased and from the ViewPlus® Technologies web site <http://www.viewplus.com> or by calling the ViewPlus® Technologies main office at (541) 754-4002 and selecting the support option. ViewPlus® Technologies will (at its option) repair or replace the defective unit without charge for parts & labor.

Out of Box Failure: An out of box failure is defined as, a product that fails to perform correctly due to a defect in workmanship or material during the initial set-up and installation of the product. To qualify as an out of box failure, a support case must be opened and return material authorization issued within thirty (30) days from original shipment of the product from ViewPlus® Technologies. If the product is determined to be defective by ViewPlus® Technical Support personnel, ViewPlus® Technologies will; replace said product with a new or refurbished unit or credit your account with the purchase price to apply toward the purchase of a different ViewPlus product. Replaced products assume the remaining warranty period of the product covered by this limited warranty.

What This Warranty Does Not Cover: This warranty covers normal use within the workload specifications listed in the user's manual. This warranty does not cover third-party parts, components, or peripheral devices added to the ViewPlus® embosser after its shipment from ViewPlus® Technologies, (e.g. added boards, chips). ViewPlus® Technologies is not responsible for warranty service if the ViewPlus® Technologies label, logo, rating label or serial number are removed, if the product has not been properly maintained, or if the product fails to function properly as a result of misuse such as use exceeding recommended specifications, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-ViewPlus® Technologies products. If service performed by other than an authorized ViewPlus® service provider the warranty is not valid. If the claimed defect cannot be identified or reproduced, you will be held responsible for any costs incurred.

Shipping and any customs costs are not covered.

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Some jurisdictions do not allow limitations on how long an implied warranty lasts and some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

This warranty gives you specific legal rights, and you may have other rights which vary from jurisdiction to jurisdiction.