

# Limited Warranty Terms & Conditions



ScanSnap Mobile & Desktop Scanners

Applicable Models	ix1600, ix1400, ix1300, ix100, SV600
Duration	1 year from date of purchase, increased to 3 years upon registration after purchase.
Service Type	Advance Exchange within Seven Business Days.
Service Description	A replacement product is normally delivered within Seven Business Days and becomes your property. The defective product is collected and becomes the property of PFU.

## 1. Definitions and Interpretations

**Business Hours** – 9am to 5pm in the customer’s country of residence.

**Distribution Network** – PFU’s multi-tiered supply chain network consisting of distributors and resellers.

**Holidays** – National and regional holiday days in the customer’s country of residence and for where the warranty service is being provided.

**Local Time** – Means the time in the customer’s country of residence and for where the warranty is being provided.

**Product** – ScanSnap document scanner from the Applicable Models shown in the table above.

## 2. General

ScanSnap document scanners are designed and manufactured by PFU Limited, a Ricoh group company. They are marketed and supported in EMEA by PFU (EMEA) Limited, a subsidiary of PFU Limited.

PFU (EMEA) Limited (hereafter “PFU”) warrants that ScanSnap document scanners are manufactured from high quality components that are free of material defects and perform to their specifications. PFU does not warrant error free or uninterrupted operation of the product.

## 3. Validity

This warranty is valid from the date of the original purchase of the Product by the end user for a period of 1 year. Upon registration with PFU, the warranty validity period will be increased to a period of 3 years from the date of purchase.

Any replacement of the Product under warranty will not extend the original warranty period. Alteration, defacing or removal of the Product’s original factory label containing the Product’s unique serial number will invalidate the warranty.

## 4. Proof of Purchase & Registration

PFU reserves the right not to provide the warranty unless proof of purchase can be provided by way of the sales receipt or invoice showing the date of purchase, serial number, and Product number. PFU provides an online registration site ([ScanSnap Registration](#)) to enable users to register their Product(s). If the Product is not registered, proof of purchase in the form of the sales receipt, or invoice showing the date of purchase, serial number and Product number must be produced to request service under the terms of this warranty.

Registration will require a PC or mobile device with an Internet Connection. This process involves collection of a serial number, model number as well as some Personally Identifiable Information.

For more details on how we process your personal information please view our [Privacy Policy](#).

## 5. Scope of Warranty

Provided that the Product has been registered, or satisfactory proof of purchase has been provided, technical support and warranty service will be provided free of charge during the warranty period by PFU and/or PFU approved agents.

If the warranty period has expired on the Product, or a satisfactory proof of purchase, showing the purchase is within the warranty period cannot be provided, then no warranty will be provided.

## 6. Warranty Description

- Advance Exchange within Seven Business Days
- Includes Product replacement and two-way shipping costs.
- A replacement Product will normally be delivered within seven business days to your home or work address and become your property.
- Collection of the defective Product must occur at the same time or 2-7 days after the delivery of the replacement Product, unless otherwise agreed in writing with PFU.
- Advance Exchange Service will be provided between 9 am and 5 pm Local Time, Monday through Friday (excluding Holidays).
- All defective Products that are replaced under the terms of this warranty become the property of PFU.

## 7. Warranty Exclusions

PFU reserves the right to retrospectively apply charges for replacements for issues that are excluded. Warranty is excluded for issues for which PFU is not responsible, including but not limited to;

- Missing parts, accessories, supplies, consumables and expendable items, or problems caused by those items identified as being the user's responsibility in the Periodic Routine Maintenance chapter of the Operator's Guide.

- Faulty Installation.
- Software configuration, software set-up or network configuration issues.
- Neglect, misuse, abuse, vandalism or persistent over-usage in excess of the Product's duty cycle.
- Abnormal electrical or physical stress or electrical work external to the Product.
- Adverse climatic conditions such as high humidity or extremely dusty environments.
- Use of incompatible, faulty or counterfeit consumables or accessories.
- Paper jams and their removal due to the incorrect loading of media or the use of incompatible media; the removal of any paper jam that could have been performed by the user, following the procedures detailed in the Operator's Guide.
- Damage caused by attempted repair or modification by any person not approved by PFU to make such repairs.
- Relocation services, systems engineering services, programming, reinstallation of user operating systems or applications software, reconstruction of data, operational procedures due to any sort of failure to implement the most current software releases.
- Damage caused by staples, paper clips or premature wear of consumables caused by contamination from solvents such as glue or chemically treated papers or other media.
- Damage caused by chemical cleaning agents not approved by PFU.
- Any other damage, whether accidental or deliberate or any causes other than normal use.

## 8. Getting Help and Contacting the PFU's Service Desk

In the event of a technical issue with the Product:

- Please view the FAQs for answers to common questions.
- You can contact PFU's Service Desk using LiveChat, Web Support Form or Telephone.
- If you contact PFU's Service Desk using the Web Support Form, you will receive a ticket number by email and a response to your enquiry.
- Our aim is to respond to enquiries within 3 hours (during Business Hours).
- You must provide the PFU Service Desk with your contact details along with the Product model number, part number, serial number and a description of the problem.
- You may be asked to run some simple tests and report the resulting status, error messages and behaviours.
- The PFU Service Desk will offer suggestions to help you resolve your issue.
- If the PFU Service Desk suspects a hardware problem and the Product is identified as being under warranty, an exchange of the Product will be initiated.
- The PFU Service Desk is available Monday – Friday, 09:00-17:00 Local Time.

## 9. Cleaning & Daily Care

To maintain optimum image quality and feeding performance, it is necessary for you to clean the Product regularly, using the approved cleaning materials and guidelines outlined in the operator's guide. Warranty does not cover image quality and feeding issues that are attributable to cleaning & daily care. In such

instances, PFU reserves the right to apply charges for the service. PFU approved Cleaning Kits can be purchased from your preferred scanner supplier or they can be purchased from the [PFU EMEA Online Store](#).

## 10. Consumables

To maintain optimum performance of your Product, consumable kits may need to be purchased to replace consumables that become exhausted through normal use. Fitting of replacement consumables is your responsibility. Guidelines on how to fit consumables are contained in the operator's guide. Warranty does not cover the replacement or the fitting of consumables. Replacement consumable kits can be purchased from your preferred scanner supplier or they can be purchased from the [PFU EMEA Online Store](#).

## 11. Geographic Cover

This warranty is limited to products located in the Albania, Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Ireland, Isle of Man, Italy, Kuwait, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Norway, Oman, Poland, Portugal, Qatar, Romania, San Marino, Saudi Arabia, Serbia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, United Arab Emirates, United Kingdom, Vatican City, sold by PFU (EMEA) LIMITED through its Distribution Network in Europe, Middle East and Africa or via the [PFU EMEA Ecommerce site](#).

PFU will endeavour to affect a replacement within Seven Business Days but does not guarantee to do so. Geographic limitations may impact time needed to replace product, in some regions or countries.

## 12. Limitation of Liability

Except in the case of death or personal injury caused by PFU's negligence, PFU's liability for all damages of any kind will be limited to the price paid for the Product(s), or its replacement. In no event will PFU be liable for any indirect or consequential losses including (without limitation) any economic loss or other loss of turnover, profits, business or goodwill. PFU will not be liable for any breach of its obligations under this Warranty as a result of circumstances beyond the reasonable control of PFU and its sub-contractors, including, but without limitation, fire, flood, terrorism, sabotage, civil insurrection, war, industrial action or disruption to or failure of the internet.

## 13. Privacy

PFU (EMEA) LIMITED "The Data Controller" takes the protection of your privacy very seriously. We will only use your personal Information for the explicit specific purpose for which it was given and not share it with anyone else who is not acting on behalf of us without your permission. Your personal information may be shared with our partners and agents "The Data Processors" for customer administration, sales,

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marketing and research for products and services provided by PFU (EMEA) LIMITED. Your data will be protected both physically and electronically in accordance with The General Data Protection Regulation and only retained for as long as necessary.

For more details on how we process your personal information please view our [Privacy Policy](#).

## 14. Warranty Revision

ScanSnap\_Std-Wty\_ MOB-DKT\_TCs\_V8.0\_EN

PFU reserves the right to revise the terms and conditions of this warranty.

## 15. Warranty Provider's Registered Office

PFU (EMEA) LIMITED

Belmont

Belmont Road

Uxbridge

Middlesex

UB8 1HE

United Kingdom

Thank you for choosing ScanSnap!