



ALLPRO Imaging, Veterinary & Medical Standard 12-Month ScanX Swap Warranty Terms and Conditions

If your ScanX cannot be repaired in the field and turns out to be faulty or defective, ALLPRO Imaging will arrange to replace the product at its expense.

What is covered?

The ScanX Standard Swap Warranty Coverage begins from the day your product is installed for a total period of 12 months.* If any defect due to faulty materials and/or workmanship occurs within the warranty period, ALLPRO Imaging will arrange to replace the product at its expense within two business days. ALLPRO Imaging will ship the Customer a replacement, factory refurbished ScanX. The Customer ships (at ALLPRO Imaging's expense) the malfunctioning system back to ALLPRO Imaging in the same shipping container under an assigned RMA number. An RMA number is issued by ALLPRO Imaging's Technical Support personnel upon determination of eligibility. Customer must return the malfunctioning ScanX within 15 business days or Customer will be invoiced for the replacement ScanX. Returned units must be clearly marked with the assigned RMA number on the outside of the return shipping carton and on all paperwork included with the return. Any returned units become the property of ALLPRO Imaging. In case of replacement of the product, the Warranty Period will remain in effect for 6 months or for the remaining period of your original warranty; whichever term is longer.

What is excluded?

The ScanX Standard Swap Warranty Coverage applies provided the product is handled properly for its intended use, in accordance with its operating instructions. This warranty does not apply to damage due to shipping, misuse, careless handling or repairs by non-authorized personnel. Warranty is void if installed or serviced by other than authorized service personnel. If unit fails, and the problem is determined to be caused by the lack of recommended scheduled maintenance as outlined in the operator manual (i.e. worn Belt Drives or Brushes) , this failure would not be covered. This warranty does not cover accessories.

In order to avoid unnecessary inconvenience, we advise you to read the operating instructions carefully before contacting ALLPRO Imaging Technical Support. To expedite the process when you call, please take care to have your dealer name, model number and serial number readily available.

*Extended 1-Year and 2-Year ScanX Swap Warranties are available for purchase. Please see the 2010 ALLPRO Imaging Medical and Veterinary Retail Price Lists for details.

NOTE: The Swap Warranty is available in the US and Canada only. All others, please refer to the terms and conditions of our Standard Warranty.