



## ***Rapid Exchange Warranty***

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In addition to our standard warranty as detailed at <http://www.mfdigital.com/warranty.html>, MF Digital offers optional rapid exchange on all extended warranties within the continental United States for the following models:

- Scribe Series
- Director Series
- Cougar Series
- Ripstation Series

In the event our courteous and knowledgeable service staff cannot get you up and running over the phone, with this optional coverage we will expedite replacement parts or, if need be, a replacement unit during the coverage period:

Same day shipment of replacement items approved by MF Digital Technical Services (MTS) by 2 PM ET.

- Customer (original end user purchaser) must register warranty. Warranty and extended warranty, including "Rapid Exchange", are not transferable.
- Customer must contact MF Digital Technical Services (MTS) to open a service ticket. If the issue cannot be resolved remotely, MTS will authorize a swap of component, copier and/or printer at their discretion
- MTS will ship same day via FedEx Standard overnight within the continental United States, if request is approved by 2pm ET. Any swap approved after 2pm will ship the following business day. Customer is responsible for return ground shipment of faulty component, copier, and or printer.
- Warranty includes all parts, labor and shipment as specified in this document.
- All returns must be properly packaged, in the original shipping packaging, and insured at value as declared by MTS. If carton is lost, or damaged beyond usability, carton replacement charge of up to \$150 will be charged.
- All returns must be properly packaged, in the original shipping packaging, and insured at value as declared by MTS. Customer accepts that if returns are not received by MTS within 7 working days the customer will be billed and liable for the full replacement cost of non returned parts.
- Factory certified, inspected and quality tested replacement autoloaders and printers will be used for replacement. If end-user requires their unit back rather than a swap-out, the repair will be handled on an expedited basis.
- Customer is responsible for the back-up of any data (image files, labels, jobs, and so forth) prior to shipment of unit to be returned and made within 3 business days of swap out. MTS explicitly accepts no responsibility for preservation or restoration of customer data on any returned unit.
- Consumable items are not covered under warranty. Consumable items include media, ribbons, platen roller, and print head.
- CD/DVD/Blu-ray recorders are only covered during the first year of ownership.