

REFURBISHED SCANNER LIMITED WARRANTY

Note: This limited warranty applies to Products (as defined below) that PFU America, Inc. (“PAI”) has refurbished as of date of purchase, and does not cover new, non-refurbished units. For important warranty details and limitations for other, non-refurbished products, please visit: <https://www.pfu-us.ricoh.com/support/warranties-manuals-datasheets>.

PAI PROVIDES NO LIMITED WARRANTY FOR PRODUCTS NOT SOLD THROUGH PAI'S AUTHORIZED DISTRIBUTION CHANNELS OR INTENDED FOR DISTRIBUTION OUTSIDE THE CONTIGUOUS FORTY-EIGHT (48) UNITED STATES, ALASKA, AND HAWAII.

PFU America, Inc. (“PAI”) provides the following limited warranty for PAI refurbished Ricoh/Fujitsu branded document scanners (excluding spare parts and consumables) (the “Product”) distributed by PAI or through PAI’s authorized distribution channels in the contiguous forty-eight (48) United States, Alaska, and Hawaii.

Subject to the limitations below, PAI warrants to the end user that the Product shall be free from defects in material or workmanship for a period of ninety (90) days from the date of purchase. Persons are only considered “end users” if they originally purchased the Product for their own personal or business use, and not for resale. If any such defect is discovered within the warranty period, PAI will, at its sole discretion, repair or replace the Product at no cost to the end user. This limited warranty is non-transferrable.

WARRANTY EXCLUSIONS

PAI’s limited warranty does not apply to: (1) cosmetic damage on the Product, including but not limited to, scratches, dents, misalignments, chips, or other damage to the finish of the Product; or (2) a Product that has been subjected to physical damage after purchase, caused, for example, by casualty, accident, acts of God or transportation, including but not limited to: (a) by a failure to properly package and ship the Product back to PAI for warranty service in accordance with PAI’s then current Packaging and Shipping Guidelines, including failure to replace the shipping restraint prior to shipping, or by a failure to remove the shipping restraint prior to use; (b) resulting from the user’s installation, system integration, programming, re-installation of user operating systems or applications software, systems engineering, relocation, reconstruction of data, or removal of the Product or any component (including breakage of a connector, cover, glass, pins, or seal); (c) from any damage caused by service, modification or repair not performed by PAI or a service provider authorized by PAI, or any damage caused by product tampering, use of third party or other non-OEM components, parts, assemblies, accessories, or modules; (d) from any damage caused by misuse, unreasonable handling or maintenance, mistreatment, operator error, failure to provide proper supervision or maintenance including use of cleaning products or other accessories not approved by PAI or use in contravention of recommended procedures or specifications; (e) by environmental conditions (such as excessive heat or other unsuitable physical operating environment), corrosion, staining, electrical work external to the product or failure to provide electro-static discharge (ESD) protection; (f) by failure to Install firmware updates or releases available for the product and (g) by such other supplemental exclusions published from time to time online at <https://www.pfu-us.ricoh.com/support/warranties-manuals-datasheets>, or obtained by calling (800) 626-4686.

THIS LIMITED WARRANTY SHALL NOT APPLY TO NEW, NON-REFURBISHED UNITS. For important warranty details and limitations for other products, please visit: <https://www.pfu-us.ricoh.com/support/warranties-manuals-datasheets>.

PAI PROVIDES NO LIMITED WARRANTY FOR PRODUCTS NOT SOLD THROUGH PAI'S AUTHORIZED DISTRIBUTION CHANNELS OR INTENDED FOR DISTRIBUTION OUTSIDE THE CONTIGUOUS FORTY-EIGHT (48) UNITED STATES, ALASKA, AND HAWAII. Purchasers of products from foreign distribution channels must seek warranty coverage, if any, through the original source of purchase. PAI provides no limited warranty for products that are purchased as part of a third-party manufacturer’s product, computer system or other electronic device. Any warranty for these products is provided by the OEM (Original Equipment Manufacturer) as part of that manufacturer’s product or system.

DISCLAIMER AND LIMITATION OF LIABILITY

EXCEPT AS OTHERWISE STATED IN THE LIMITED WARRANTY, PAI MAKES NO REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS. TO THE EXTENT POSSIBLE UNDER APPLICABLE LAW, PAI DISCLAIMS ANY LIABILITY FOR INDIRECT, CONSEQUENTIAL, PUNITIVE, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOST DATA, LOST REVENUE, LOST PROFITS, OR REPLACEMENT PRODUCT COSTS ARISING OUT OF THE PURCHASE, USE, OR PERFORMANCE OF THE PRODUCTS, UNDER ANY THEORY OF LIABILITY, EVEN IF PAI HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME END USERS. TO THE EXTENT POSSIBLE UNDER APPLICABLE LAW, PAI DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AFTER THE PERIOD OF LIMITED WARRANTY, AND DISCLAIMS ANY IMPLIED WARRANTY ARISING FROM A COURSE OF PERFORMANCE, DEALING, USAGE, OR TRADE PRACTICE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO SOME PURCHASERS. THIS LIMITED WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, AND THE PURCHASER MAY HAVE OTHER LEGAL RIGHTS THAT VARY FROM STATE TO STATE. THE PRICE OF PRODUCTS DISTRIBUTED BY PAI AND/OR ITS AUTHORIZED DEALERS REFLECTS THE ALLOCATION OF RISK ARISING FROM THE WARRANTY EXCLUSIONS AND THIS DISCLAIMER AND LIMITATION OF LIABILITY.

HOW TO OBTAIN LIMITED WARRANTY SERVICE

Products are supplied with information on unpacking, setup, installation and operation. Careful reading of the manual will answer most of the technical questions the end user might have regarding proper installation, operation and maintenance of the Product. However, should additional technical support be required, you may visit our website at: <https://www.pfu-us.ricoh.com/support>

or contact:

PAI's Technical Assistance Center ("TAC")

(800) 626-4686

TAC is available Monday- Friday (excluding PAI holidays) 5 a.m. to 5 p.m. Pacific.

Before placing the call, the eligible purchaser should have the Product model number, part number, serial number and proof of purchase available. The eligible purchaser should also be prepared to provide a description of the problem.

TAC personnel will assist the end user in resolving the problem over the phone. The end user may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist TAC in determining if the problem is the Product or another component and if the problem can be resolved over the phone. If TAC determines a hardware problem exists that is covered either under the limited warranty or a purchased Service Program, a Return Material Authorization ("RMA") number will be assigned as needed, a service request will be initiated and repair or replacement procedures will follow.

Packaging and Shipping Guidelines

Purchaser must ship all warranty returns in careful compliance with the Packaging and Shipping Guidelines. Failure to do so will void the Product's warranty. PAI advises the purchaser to keep the original box and packing materials for storing or shipping. The purchaser must return only the Product. Prior to shipment, purchaser must remove and retain all "add-on" items, (i.e., adapters, cables, software, manuals, etc.). PAI accepts no responsibility for these items and they will not be returned with the repaired or replacement Product. All products should be returned to PAI in the original shipping container, or an authorized packaging box for the units being returned.

Purchaser must install the shipping restraint before the Product is shipped. When the original packaging is not available, contact PAI's Technical Assistance Center ("TAC") at (800) 626-4686 for part numbers and replacement packaging ordering information.

Product Return Procedure

Eligible purchasers seeking services for Products covered under this limited warranty must obtain a Return Material Authorization number by calling (800) 626-4686 and within ten (10) business days from the date of issuance of the RMA must return the Product to the address designated in the RMA at the end user's own expense and risk, in compliance with PAI's then current Packaging and Shipping Guidelines.

Any defective products, parts, or consumables replaced by PAI shall become the property of PAI.

Customer Responsibility

BY REQUESTING SERVICE, THE ELIGIBLE PURCHASER ACKNOWLEDGES THE TERMS OF THE LIMITED WARRANTY, INCLUDING THE DISCLAIMER AND LIMITATION OF LIABILITY PROVISIONS. PRIOR TO SEEKING SERVICE, THE END USER MUST BACK-UP ANY DATA OR FILES THAT MAY BECOME DAMAGED OR LOST. PAI IS, WITHOUT LIMITATION, NOT RESPONSIBLE FOR ANY LOST OR DAMAGED DATA OR FILES.

Disclaimer

PAI RESERVES THE RIGHT TO CHANGE AT ANY TIME AND WITHOUT PRIOR NOTICE ANY OF ITS PROCEDURES FOR OBTAINING WARRANTY AS SET FORTH IN THIS DOCUMENT.

HOW TO CONTACT PFU AMERICA, INC.

For Information on Products

Web Site: <https://www.pfu-us.rioh.com/>

Phone: (800) 626-4686

For U.S. Service, Repair and Technical Assistance by Telephone

Telephone technical support is available Monday-Friday between the hours of 5 a.m. to 5 p.m. (Pacific) excluding PAI holidays.

Phone: (800) 626-4686

For Technical Documentation and FAQ's available 24 hours a day

Web Site: <https://www.pfu-us.rioh.com/support>

For Service Program Information

Web Site: <https://www.pfu-us.rioh.com/services>

Phone: (800) 301-9475

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(888) 425-8228

<https://www.pfu-us.rioh.com/>

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