

Disc Robotics

Limited One Year Warranty

Disc Robotics (DR) warrants that DR robotic duplicators are free from defects in materials and workmanship for a period of twelve (12) months from the original invoice date. DR will provide remote technical support free of charge by phone or Email after purchase of a DR autoloader during the warranty process. DR will provide parts and labor at no charge for repair of the product at the DR factory. If a return for repair or replacement is determined to be necessary, the customer should request a Return Material Authorization (RMA) number that will be issued by DR. In the event of a "Dead on Arrival" unit, a product that is failing during the first 30 days and that is determined to be due to a manufacturing defect by DR, DR will pay for roundtrip ground freight for a return for repair during the first 30 days from the original invoice date. **After the first 30 days from the original invoice date, round trip freight for a return to DR for repair will be paid by the customer.** The customer reserves the right to use their own freight choice at their own expense, however shipping damages that may occur are not covered by DR's warranty and will be billable to the customer. After a repair, the warranty does not extend beyond the original warranty end date. A fee may be charged to transfer unused portions of the warranty to a new owner of the product.

Technical support after warranty expiration may be billable at DR's discretion. DR products are shipped in custom designed packaging. All returns for repairs are expected to use this custom packaging. If products are returned without proper packaging and visible or invisible shipping damage occurs, DR will not be responsible for repairs and reserves the right to void the warranty. If the original packaging is no longer available, another set may be purchased from DR. Please call DR for the current quote on the replacement packaging and shipping cost. DR will provide some replacement parts to customers when mutually agreed upon between DR technical support and the customer. DR will NOT be liable for consequential or incidental damages during customer attempted repairs or any cost or expense of providing substitute equipment during periods of malfunction or pending repairs. Disc Robotics does not issue refunds, please contact your dealer.

What is not covered:

During the limited warranty period, DR will not be responsible for:

- Attached printers that are covered by the printer manufacturer warranty.
- Repairs to DR products which have been damaged by natural disasters, accidents, alteration, negligence, faulty installation, or if the model or serial number has been altered or removed.
- Normal maintenance and replacement of consumables.
- Losses due to theft, shipping damage other than initial or warranty replacement delivery.
- Accessories such non-DR attachments.

Notice: The products or software sold by DR may be used to assist you in reproducing material in which you own the copyright or have obtained permission to copy from the copyright owner. Unless you own the copyright or have permission to copy from the copyright owner, you may be violating copyright law and be subject to payment of damages and other remedies. DR is not responsible for illegal use of its products.

If you experience trouble with any DR, Inc. product, please contact our Technical Support department.

Disc Robotics

Shipping -Receiving

1282 Stabler Lane Suite 630

Yuba City, CA 95993

Sales and Support: (530) 692-1801

Fax: (530) 236-5999

E-mail: techsupport@discrobotics.com

revised Jan 2, 2008.