

European Warranty Options for Xerox® Scanners



Selecting an affordable and flexible warranty ensures maximum up-time.

STANDARD MANUFACTURER'S WARRANTY

Every Xerox® scanner includes a standard manufacturer's warranty to protect against internal hardware failure due to manufacturing defects. Under this plan, if a scanner is deemed defective by our technical support department, an exchange will be made using a return and replace process. Customer service will provide the customer with an RMA (return material authorization), the customer then sends back the defective unit and once received, a replacement unit will be sent via ground shipping. The customer is responsible for covering the cost of shipping the defective unit, but shipping the replacement unit will be covered by Xerox.

ADVANCE EXCHANGE PLAN

A 3-year Advance Exchange Service Plan is also available for purchase for all scanners. With Advance Exchange plan customers receive priority phone support from senior level technicians for an unlimited number of incidents. If a scanner covered under the Advance Exchange Service Plan is deemed defective by our technical support department, a replacement scanner will be shipped the same day for next business day delivery, provided the call is made before noon local time. Once the replacement scanner has been received, the customer will have 10 days to return the defective unit, using the provided pre-paid shipping label.

All Xerox® scanners come with localised in-country telephone-based technical support. An online Knowledgebase for troubleshooting and support information is available 24/7 at www.xeroxscanners.com.

Country-specific telephone and email support is on the following page.

PRODUCT REGISTRATION IS REQUIRED

Standard or upgrade warranty registration required to receive warranty. Visit www.xeroxscanners.com and click on the [Register Your Scanner](#) link.

ON-SITE WARRANTY

On-Site Warranty coverage is the ultimate service plan and is only available for Xerox® sheet-fed production scanners. If a scanner covered under the On-Site Warranty is deemed defective, a technician will be dispatched on-site Monday-Friday 09:00 – 17:30 (local time) to initiate repair within 8 hours or the next business day, depending on the time of day the call was made. On-Site service can be purchased for 3 and 5 years of continuous coverage.

The response times and service hours described above are the minimum times applicable to all products. Service hours may be extended depending on the make and location of the equipment. In the event the response times and service hours defined by the subcontractor used vary from those described above, the subcontractor's definitions will be in effect. As used herein, "Xerox shall respond" shall mean the commencement of diagnosis, problem resolution, maintenance or repair services, whether on-site or remote. Xerox makes no representations or warranties regarding the time required to complete the services.

European Warranty Terms and Conditions

Our goal is to provide you with the highest level of service and support.

WARRANTY PROGRAM TERMS AND CONDITIONS

For all warranties (Standard and On-Site) the following terms apply:

- Extended On-Site warranties must be purchased within 30 days of new scanner purchase date.
- Troubleshooting must be performed on the phone with our technical support department. The support technician will determine if the scanner needs to be repaired or replaced according to the terms of the warranty.
- This data sheet contains warranty terms applicable for Continental Europe only.
- The warranty covers the repair or replacement of a hardware failure due to normal use or a manufacturer defect. The following is a non-comprehensive list of exclusions:
 - Damage caused by abuse, misuse, accident, modification, natural occurrences or disaster, theft, or an unsuitable physical or operating environment
 - Failure to maintain or improper maintenance of the scanner
 - Cosmetic features or damage that do not interfere with the proper operation of the scanner
- If, during the course of a repair or replacement, there is no problem found with the scanner or it is determined that the failure was caused by anything not covered by the warranty (including the items listed above), the customer may be billed for applicable costs.
- If product under warranty cannot be repaired or brought back to manufacturer's specifications, a like-for-like replacement unit will be provided of exact or similar features.
- We reserve the right to use either new products / parts or manufacturer refurbished products / parts.
- Replacement consumables are available for purchase and are not included in warranty options.
- NCR or carbonless paper has chemical composition which can damage scanner rollers. Heavy use voids the factory warranty. Refer to the scanner user guide or call support for more details.

COUNTRIES ELIGIBLE FOR EUROPEAN WARRANTY PROGRAMS:

UK, France, Germany, Belgium, Luxemburg, Holland, Sweden, Norway, Denmark, Finland, Switzerland, Austria, Italy, Spain, Portugal, Ireland.

RMA or On-Site service requests must be made before 12 pm local time in order to be delivered the following business day. Prices, features, specifications, capabilities, appearance and availability of Xerox® products and services are subject to change without notice.

CONTACT

For support or warranty information regarding Xerox® scanner warranty products contact your reseller, local Xerox representative or local EU Scanner Service Manager, Monday – Friday (except public holidays).

Local telephone and email information is below.

EUROPE TECHNICAL SUPPORT CONTACT INFORMATION BY COUNTRY		
Austria	+43 7205 68138	service.at@xeroxscanners.com
Belgium	+32 10 390 769	service.be@xeroxscanners.com
Denmark	+45 4320 1299	service.dk@xeroxscanners.com
Finland	+35 89 2516 6269	service.fi@xeroxscanners.com
France	+33 474 948484	service.fr@xeroxscanners.com
Germany	+49 208 8804 5759	service.de@xeroxscanners.com
Italy	+49 208 8804 5759	service.it@xeroxscanners.com
Luxembourg	+49 208 8804 5759	service.de@xeroxscanners.com
Netherlands	+31 10 798 1079	service.nl@xeroxscanners.com
Norway	+47 22901400	service.no@xeroxscanners.com
Portugal	+35 30 880 5769	service.pt@xeroxscanners.com
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Sweden	+46 300 650 660	service.se@xeroxscanners.com
Switzerland	+41 41 560 95 99	service.ch@xeroxscanners.com
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