



Your ID experts since 1998

AlphaCard Pro-Xchange Printer Replacement Program

The Pro-Xchange program takes the hassle out of resolving warranty-covered issues. Instead of waiting for printer repairs, a comparable printer will be sent as a permanent replacement.

To request a Pro-Xchange replacement printer, call technical support at (866) 945-6810.

COVERAGE

The Alpha Card Systems (ACS) Pro-Xchange program is available for PRO 100, PRO 500, and PRO 700 ID card printers. The Pro-Xchange program is an exclusive benefit for the original purchaser (individual or company) and is nontransferable.

Only printers determined by ACS to have a warranty-covered defect qualify for a Pro-Xchange replacement printer. The Pro-Xchange program is available for the duration of the original printer warranty period. Printheads and other consumables are not covered by the Pro-Xchange program.

The Pro-Xchange program provides a permanent replacement printer. Printers that are sent to ACS in exchange for a Pro-Xchange printer will not be returned to the customer; they will become the property of ACS, and the replacement printer will become the property of the customer.

ACS will replace the customer's printer with a printer that is a similar or better model and condition. ACS will make every attempt to send the exact same model, but in some cases a newer but comparable model will be sent.

Free ground shipping for Pro-Xchange printers is available to customers in the contiguous United States. For Pro-Xchange printers shipped outside the contiguous United States, the customer is responsible for all shipping, customs, import and duty fees.

IN THE CASE OF NON-COVERED DAMAGE & REPAIRS

Damage or repairs that fall outside the warranty are not covered by the Pro-Xchange program.

If after evaluation the returned printer is determined by ACS to have non-covered damages, the customer is responsible to pay the cost of the non-covered repairs in order to keep the Pro-Xchange replacement. In the event that non-covered repair costs are prohibitively expensive, the customer must return the Pro-Xchange replacement printer to ACS within 30 days, or purchase the PRO-Xchange printer at 80% of the retail price of a new printer. Any shipping and insurance costs to return a PRO-Xchange printer to ACS are the responsibility of the customer.

All costs associated with Pro-Xchange replacement printers sent to a customer under the erroneous claim of warranty-covered defect are the responsibility of the customer.

REQUESTING A PRINTER EXCHANGE

To request a Pro-Xchange replacement printer, call technical support at (866) 945-6810. Before approving a Pro-Xchange replacement, ACS may require the customer to perform basic troubleshooting to ensure the printer has a warranty-covered defect.

Once ACS conditionally approves a printer for replacement, the customer will be required to activate the printer replacement request and agree to the terms at www.alphacard.com/pro-xchange-activate. A valid credit card will be required, but will not be charged if all the terms of the agreement are met. A temporary authorization in a small amount may be required to verify the credit card. Upon completion of these requirements, the customer will be given an RMA number authorizing return of the original printer.

For customers in the United States, the Pro-Xchange replacement will not ship until ACS receives a valid tracking number for the return of the original printer. For customers outside the United States, the Pro-Xchange printer will not ship until ACS has received the original printer.



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SHIPPING THE PRINTER

Once the Pro-Xchange has been approved, the customer is required to ship the original printer to ACS using a reputable, traceable shipping service such as UPS or Fed Ex. The customer is responsible for the cost of shipping and insurance to send the original printer to ACS within 30 days.

The printer should be returned in the original shipping box and packaging. If the customer no longer has the original materials, a replacement shipping box and packaging may be requested for an additional fee. Otherwise the customer should use a thick walled oversized box and pack the printer such that there is three inches or more of cushioning on all sides. Bubble wrap is ideal; Styrofoam packing peanuts SHOULD NOT be used. There should be no room for the printer to shift while in transport

Damage incurred during transit is the responsibility of the customer and will not be covered by the warranty.

Ship printers to:

AlphaCard

[RMA NUMBER HERE]

Attn: Pro-Xchange

17858 SW Upper Boones Ferry Rd.

Portland, OR 97224

WARRANTY OF PRO-XCHANGE REPLACEMENT PRINTER

If the customer receives a Pro-Xchange replacement printer, the terms and remaining duration of the original printer warranty will transfer to the replacement printer. The sales order document for the Pro-Xchange replacement printer will include details on the warranty expiration date.

NOTICE OF INTENT

The Pro-Xchange program is offered as a courtesy to original owners of an AlphaCard PRO series printer and may be modified or cancelled at any time without notification. This policy may be superseded by subsequent policies. It is our desire and intention to provide the highest level of continuing service to our customers.