



WARRANTY PROGRAM

ID WHOLESALER WARRANTY SERVICE POLICY

The Customer is responsible for reporting technical problems to ID Wholesaler. ID Wholesaler will provide technical support within the context of the following support levels:

LEVEL 1 – The Customer contacts ID Wholesaler’s Technical Support Department to report a printer problem. The proper steps will be taken to attempt to correct the problem over the phone or via remote administration.

LEVEL 2 - If the problem cannot be resolved over the phone or via remote administration, the printer may be sent to ID Wholesaler’s Technical Support Department for service. A Return Merchandise Authorization (RMA) number will be issued for all returns. If the Customer’s warranty includes the Loaner Printer program, a loaner printer will be cross-shipped to the customer.

STANDARD MANUFACTURER WARRANTY INFORMATION

ID Wholesaler is an Authorized Service Center for all of the products we offer. All products purchased from ID Wholesaler include depot service during the Manufacturer’s Standard Warranty Period. All warranty service provided by ID Wholesaler will be subject to the terms and conditions of the Manufacturer’s Warranty. All parts and service labor are covered during the Standard Warranty Period.

In general, the Manufacturer’s Warranty will be null and void if the equipment is modified, improperly installed or used, subjected to unusual physical or electrical stress, abuse or damage, damaged by accident or neglect, or in the event any parts are improperly installed or replaced by the user. ID Wholesaler shall be under no obligation to furnish any warranty service if adjustments, repair or replacement parts are required because of a customer’s use of card stock and/or ribbons not approved by ID Wholesaler.

EXTENDED WARRANTY INFORMATION

The Extended Warranty offered by ID Wholesaler should be purchased within 60 days of printer or system purchase. An Extended Warranty may be purchased after 60 days only with pre-authorization by ID Wholesaler. (Note that there is an additional fee when purchasing an Extended Warranty more than 60 days after printer purchase.) All Extended Warranties must be purchased before the expiration of the Manufacturer’s Standard Warranty and can be renewed annually for up to three years after the initial purchase date. Each additional year of Extended Warranty must be purchased before the current year’s warranty expires. All parts and service labor are covered during the Extended Warranty period.

When ID Wholesaler Technical Support is unable to diagnose a printer problem over the phone, the ID Wholesaler technician will request that the printer be returned to ID Wholesaler for service and will issue the customer an RMA number. **Returned printers without an RMA number will not be accepted by ID Wholesaler.**

The usual turn-around time for all repairs is three to five working days from date of receipt. All printers will be returned to the customer via 3rd day delivery.

The ID Wholesaler Extended Warranty will be null and void if the equipment is modified, improperly installed or used, subjected to unusual physical or electrical stress, abuse or damage, damaged by accident or neglect, or in the event any parts are improperly installed or replaced by the user. ID Wholesaler shall be under no obligation to furnish any warranty service if adjustments, repair or replacement parts are required because of a customer’s use of ID Wholesaler non-approved card stock and/or ribbons.

EXTENDED WARRANTY WITH LOANER PRINTER OPTION

If the Extended Warranty plan purchased includes Loaner service, a loaner unit will be shipped to the customer when ID Wholesaler Technical Support is unable to diagnose a printer problem over the phone or via remote administration, and the ID Wholesaler technician requests that the printer be returned for service. Loaner units will be shipped via overnight delivery service from ID Wholesaler. Every effort will be made by ID Wholesaler to ship loaner printer requests on the same day or the next business day.

Please see Loaner Printer Agreement for more details.

ID WHOLESALER LOANER PRINTER AGREEMENT

Please check the appropriate box: Credit Card PO

Customer Information:

Equipment Location:

Company Name: _____

Address: _____

Contact: _____ Phone: _____ Fax: _____

RMA # _____ Printer Serial # _____ Date: _____

P.O. # _____ (or) Credit Card # _____ Exp. Date _____

Credit Card Type: Mastercard Visa American Express

Name on credit card: _____

Cardholder Signature (required):

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1. By supplying ID Wholesaler with a credit card number or purchase order number the undersigned agrees to the purchase of the loaner printer for the MSRP of the printer, which includes shipping and handling charges, ***if items 2 and 3 are not complied with.***
 2. The undersigned agrees to send **their defective printer** and have it arrive at ID Wholesaler for repair within seven calendar days (shipping charges prepaid) of receipt of the loaner printer ***or the credit card or P.O. will be charged the MSRP for the loaner printer.***
 3. The undersigned agrees to return the **loaner printer** and have it arrive at ID Wholesaler within seven calendar days (shipping charges prepaid) of receipt of their repaired printer ***or the credit card or P.O. will be charged the price listed in item 1 above for the loaner printer.***
 4. Any equipment received after the seven calendar days listed in items 2 & 3 above will not be subject to a refund unless a valid shipping number was supplied to ID Wholesaler prior to the sixth calendar day as stated in items 2 & 3 above.
 5. Charges applied to said credit card or purchase order are non-refundable.
 6. Any courtesy extended for additional calendar days will not be considered as a waiver to the terms of this agreement.
 7. Customer agrees to this process.
 8. Customer is responsible for all shipping charges to ID Wholesaler; ID Wholesaler will pay for all return shipping charges to Customer.

(Signature Required): _____

ID WHOLESALER TECHNICAL SUPPORT CONTACT INFORMATION

To report technical problems please:

- call (800) 321-4405 x5 or
- go to www.IDWholesaler.com/support/support.htm to chat live with a Technical Support Representative

Technical Support Hours: 9:00 AM – 5:30 PM (EST)

Should your printer need to be shipped to ID Wholesaler's Technical Support Department for service, please call (800) 321-4405 x5 to receive a Return Merchandise Authorization number (RMA). **No printers will be received for service without an RMA number.**

Shipping Address:

ID Wholesaler

Technical Support Department – RMA# _____

1501 N.W. 163 Street

Miami, Florida 33169