



## ImageWorks

Generations of Imaging

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### EVA Standard Warranty Terms and Conditions

AFP Imaging Corporation, Doing Business as ImageWorks, (hereafter: IMAGEWORKS) warrants to the original purchaser that each new EVA Digital Sensor and System is free from defects in workmanship and material for **24 months** (standard in US and Canada) from date of sale to the end-user. If no warranty card is returned to IMAGEWORKS within 30 days of installation, the maximum warranty period will be 24 months (standard in US and Canada) from date of shipment from the IMAGEWORKS warehouse. In the event any product or component of equipment is replaced by IMAGEWORKS under this warranty, such item is covered by this same original warranty for the remainder of the original warranty period.

IMAGEWORKS' obligation during this warranty period is expressly limited to repair or, at its sole discretion, replacement of non-expendable original equipment or components that IMAGEWORKS finds defective. To obtain service under this warranty you must contact IMAGEWORKS Technical Support for authorization. Upon authorization from IMAGEWORKS Technical Support and issuance of an RMA Number by Customer Service, a proper party asserting a claim under this warranty shall prepay all transportation costs and return the equipment to a location specified by IMAGEWORKS. All EVA units sent back to IMAGEWORKS must be properly cleaned before shipping and clearly marked with the RMA number and owner's return address or they will not be accepted. That party shall also bear all reasonable service and labor charges incident to any warranty claim.

This warranty does NOT APPLY (1) to any expendable parts including, but not limited to consumable supplies, (2) to any IMAGEWORKS product or component which has been repaired or altered with parts or by persons not approved in writing by IMAGEWORKS, provided, however, that such approval is not to be unreasonably withheld, or (3) to any product on which the serial number or name has been altered, defaced, or removed. This is a warranty and not an insurance policy so this shall also NOT APPLY AND IS WITHOUT FORCE OR EFFECT for any IMAGEWORKS product whose unsatisfactory performance or condition is due to:

- Failure to follow the installation, maintenance, system requirements or safety procedures recommended for EVA operation;
- Unusual physical or electrical stress;
- Immersion in liquids or other improper cleaning or maintenance.
- Accident, neglect, misuse, abuse, failure of electric power, air conditioning, humidity control, transportation or causes other than ordinary use in the purposes for which the product was intended;
- The software is not used in compliance with the software license;
- Service or repair by any party other than IMAGEWORKS

This warranty also does not apply to:

- To any consumable items;
- The Computer Operating System, Network or configuration;
- Third party software.

EVA is only covered under warranty for installation on computers with the following Windows operating systems: Windows 7, Windows XP (32 bit only) and Windows Vista. The EVA hardware components will be covered under this warranty for Mac OS X installations only if purchased and supported through a Vendor specifically recognized and authorized by ImageWorks for this purpose.

IMAGEWORKS strongly encourages that an office's IT professional staff or provider be present for EVA system installation and networking to further ensure successful use of EVA and the office's network connections. To maximize ImageWorks Technical Support an office should have a broadband Internet connection.

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Answers to questions regarding warranty service may be obtained by writing to: ImageWorks, Attn: Warranty Department, 250 Clearbrook Road Suite 240, Elmsford NY 10523.

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