

## PANINI CONTINUES TO ENHANCE YOUR CHECK PROCESSING EXPERIENCE WITH AN EXTENDED MAINTENANCE PLAN

Panini offers you additional options to **protect your investment** in the market-leading Panini Vision X<sup>®</sup> check scanning family of products.

The program provides:



# OVERNIGHT REPLACEMENT OF YOUR PANINI CHECK SCANNER

### Maintenance Program Benefits

- Programs available for as little as \$6.78 per month
- Advanced Unit Exchange included in the program
- Next day delivery of replacement scanners
- Enhances your standard factory warranty

Length of Term	Single Payment of	Monthly Equivalent
<b>1 Year</b>	<b>\$99</b>	<b>\$8.20</b>
<b>2 Years</b>	<b>\$174</b>	<b>\$7.25</b>
<b>3 Years</b>	<b>\$244</b>	<b>\$6.78</b>

For additional information about this extended maintenance plan, please call **937.291.2195**.

\*Complete terms and conditions are located on the back of this sheet.

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Panini Direct Maintenance Program (Please submit additional items on a separate sheet of paper.)								
Item	Description	Serial Number	Model Number	Term (Select 1, 2 or 3 year option)			Price	
				1 – \$99	2 – \$174	3 – \$244		
The Panini Direct Maintenance Program is provided with AUE (Advanced Unit Exchange) coverage.							<b>Total</b>	<b>\$</b>

This Agreement Service of the Panini Family of Document Processing Equipment is between Panini North America, a Delaware corporation with offices at 577 Congress Park Dr., Dayton, Ohio 45459 and:

Contact Information	
Customer Name	
Address	
City, State ZIP	
Contact Name	
Email Address	
Phone Number	

Credit Card Information				
Name on Card				
Card Type (circle one)	Visa	MasterCard	American Express	Discover Card
Card Number			Exp. Date (mm/yy)	/ CVV/CID <sup>†</sup>

**Panini Direct Maintenance Program Terms and Conditions:** 1).The Panini Direct Maintenance Program begins at the expiration of the Standard Warranty period and will have a duration of an additional 1, 2 or 3 years—depending upon the term purchased as indicated on the registration form. 2).A Return Material Authorization (RMA) number MUST be obtained from Panini prior to the return of any unit for service. Units returned without an RMA number will be refused. To receive a RMA number contact Panini Customer Service Support at 937-291-2195 or request a RMA number at [www.paniniportal.com](http://www.paniniportal.com) prior to the return of the unit. Upon acceptance of the RMA request, Panini NA will provide a RMA form to the customer. The form will have the RMA number, address information, and a general description of the issue and reason the unit is being returned. Panini NA business hours are 8am to 5pm EST, except for public or company holidays. 3).The product MUST be returned to Panini in the original shipping container (or suitably packaged). Shipping materials that are used in the AUE unit may be re-used for return of the defective unit. The product must be whole, not in parts, to be accepted. The power cord, power converter, USB cable and feeder extension must be included in the return package. Failure to return these items will result in charges for replacement parts. 4).Panini is responsible for all freight charges associated with shipping unit(s) to and from Panini for service. The outbound unit is shipped via Next Day air with UPS and a return label for UPS ground shipment is included for returning the defective unit. 5). Routine cleaning is not covered by the Panini Direct Maintenance Program and will be subject to additional fees. 6).Service work can only be performed at the Panini facility and is usually completed within 3-5 business days from receipt of the unit. 7).Panini reserves the right to repair or replace a unit returned for service. Under this Program replace with “as new” is defined as new or a previously repaired unit. 8). The Panini Direct Maintenance Program includes documentation, access to the Panini Web site for Services, software patches, major and minor API releases and Advanced Unit Exchange (AUE). 9). Reinstatement in the Panini Direct Maintenance Program is subject to an inspection and reinstatement fee at Panini’s sole discretion. These fees, if assessed, must be paid before any maintenance will be performed on the unit. 10).Panini reserves the right to refuse the reinstatement of the Panini Direct Maintenance Program at its sole discretion. 11). Units returned to Panini under the Panini Direct Maintenance Program for which no problem can be found, will be subject to a no problem found fee in the amount of \$50. No problem found is defined as the unit passing all Panini diagnostic tests upon return and before any parts have been replaced. 12).All units not covered by either the Standard Warranty or Panini Direct Maintenance Program can be repaired on a time and materials basis. Current hourly labor rates and parts pricing in effect at the time of repairs will be used.

**Other Fees and Charges:** 1). Cleaning Fee—\$50. Cleaning includes removal of loose dirt and debris, complete cleaning of the magnetic head, and cleaning of all rubber roller surfaces. 2). Inspection Fee—\$50. The inspection includes evaluation and testing of unit/parts to specified standards. Inspection fees are charged after the Standard Warranty has lapsed and a request for the Panini Direct Maintenance Program has been made after the 30 day grace period has expired. 3). Reinstatement Fee—\$50. Requests for participation in the Panini Direct Maintenance Program for units that are not currently covered under a Standard Warranty or a Panini Direct Maintenance Program may be subject to a \$50 reinstatement fee. 4). Expedite Fee. Expedite fees will be assessed in the event that customer requests non standard turnaround times on units covered by the Standard Warranty, Panini Direct Maintenance Program or time & materials repair work. All fees are subject to change.

<sup>†</sup>The CVV/CID is a 3 or 4 digit code embossed or imprinted on the signature panel on the reverse side of Visa, MasterCard and Discover cards and on the front of American Express cards.

Complete this form and fax to Attn: Panini Direct Maintenance Program at 937.291.2197 or sign-up online at [www.paniniportal.com](http://www.paniniportal.com)