DNP
Photo Imaging

Flat Fee Repair Program

If your DNP Imagingcomm America Corporation (DNP IAM) Printer is beyond its limited warranty period (out-of-warranty) or not covered by one of our Extended Warranty or Advance Exchange service plans and it needs to be serviced, DNP IAM's depot repair facility in the USA will be pleased to repair it on a flat fee basis.


IDWJR10
ID Photo Printer


RX1/RX1HS™


DS620A™


QW410™


DS40™


DS820A™


DS80™

Flat Fee Repair Levels and Pricing

Flat fee pricing includes parts and labor to repair the Printer. It does not include ground shipping, applicable sales tax or international duties to return the Printer to end-users in the 48 contiguous United States and Canada.

Level I	**FF1**	**General Tune-Up**	**No repair problem found**
Level II	**FF2**	**Repair**	**No thermal print head replacement**
Level III	**FF3**	**Repair**	**Yes, thermal print head replacement**

Flat Fee Repair - General Tune-Up

Printer	Fee Name	Flat Fee
IDWJR10	SP-JR10-FF1	$87.99
RX1/RX1HS	SP-RX1-FF1	$87.99
DS620A	SP-DS620A-FF1	$87.99
QW410	SP-QW410-FF1	$87.99
DS40	SP-DS40-FF1	$87.99
DS820A	SP-DS820A-FF1	$87.99
DS80	SP-DS80-FF1	$87.99

Flat Fee Repair - No Print Head

Printer	Fee Name	Flat Fee
IDWJR10	SP-JR10-FF2	$195.00
RX1/RX1HS	SP-RX1-FF2	$195.00
DS620A	SP-DS620A-FF2	$228.00
QW410	SP-QW410-FF2	$155.00
DS40	SP-DS40-FF2	$219.00
DS820A	SP-DS820A-FF2	$285.00
DS80	SP-DS80-FF2	$285.00

Flat Fee Repair - Print Head

Printer	Fee Name	Flat Fee
IDWJR10	SP-JR10-FF3	$358.00
RX1/RX1HS	SP-RX1-FF3	$358.00
DS620A	SP-DS620A-FF3	$422.00
QW410	SP-QW410-FF3	$287.00
DS40	SP-DS40-FF3	$417.00
DS820A	SP-DS820A-FF3	$527.00
DS80	SP-DS80-FF3	$527.00

Thermal Print Head Limitation and Warranty Period

The warranty period begins on the date of purchase by Customer of this Printer as evidenced by a sales invoice or proof-of-purchase. This limited warranty is applicable to Customers who purchase and use the Printer in the 48 contiguous United States and/or Canada.

Printer	Warranty Period	Coverage
IDWJR10	The earlier of 1 Year or 30,000 prints (4x6")	Parts and Labor
RX1/RX1HS	The earlier of 1 Year or 30,000 prints (4x6")	Parts and Labor
DS620A	The earlier of 1 Year or 60,000 prints (4x6")	Parts and Labor
QW410	The earlier of 1 Year or 30,000 prints (4x6")	Parts and Labor
DS40	The earlier of 1 Year or 40,000 prints (4x6")	Parts and Labor
DS820A	The earlier of 1 Year or 15,000 prints (8x10")	Parts and Labor
DS80	The earlier of 1 Year or 10,000 prints (8x10")	Parts and Labor

Arrange For Service

To arrange for out-of-warranty service under the DNP IAM Flat Fee Repair Program, please contact us to obtain a Return Material Authorization (RMA) Number. Please call **DNP IAM Technical Support at 1-855-367-7604 or dnpsupport@dnp.imgcomm.com**. Support hours are **Monday-Friday 9:00 am to 5:00 pm Eastern Time**. Customer must mark the shipment with the RMA number and ship to the designated DNP IAM repair facility using original packaging or ample packing materials and protective pads to prevent shipping damage. Such shipping costs and expenses shall be paid by Customer. DNP IAM reserves the sole and absolute authority to determine whether a Printer is covered by this repair program. Printer will be diagnosed. Repair Level cost, completion target date, and return freight (ground or expedited) costs will be communicated to Customer. Customer pays freight. Customer's credit card (Visa, MasterCard, and/or American Express) will be charged the approved amount.

All Flat Fee Repairs carry a 90-day guarantee.

Items to Note

This document sets forth the entire Repair Program between DNP Imagingcomm America Corporation (hereinafter referred to as DNP IAM, We, Us and Our), and the Customer (hereinafter referred to as a Customer, You and Your). No representation, promise or condition set forth elsewhere shall modify these terms. This Service Program is applicable to Customers who purchase and use the Printer in the 48 contiguous United States and/or Canada.

We reserve the right to inspect the item to be repaired prior to any service being provided. Service will be performed during the hours of 9:00 am to 5:00 pm local time Monday through Friday, excluding holidays. Service will be provided by a DNP IAM authorized service center. Parts used to repair equipment may either be new or refurbished at Our sole option. Service may be performed by subcontractors.

If We determine that We are unable to repair Your product due to the unavailability of functional parts, service or technical information, DNP IAM will return the Printer to Customer freight prepaid by DNP IAM.

LIMITATION OF LIABILITY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY AND THE REMEDIES PROVIDED HEREIN ARE EXCLUSIVE, AND THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION HEREIN, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL DNP IAM OR ANY OF ITS THIRD PARTY SUPPLIERS OR AFFILIATED ENTITIES BE LIABLE FOR LOST PROFITS, LOSS OF USE OR SPECIAL, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES OR DAMAGES OF ANY OTHER KIND, INCLUDING PERSONAL INJURY, BASED UPON A CLAIM FOR BREACH OF WARRANTY OR OTHERWISE RESULTING FROM ANY PRODUCT COVERED BY THIS WARRANTY OR A SALES CONTRACT, EVEN IF DNP IAM, A THIRD PARTY SUPPLIER OR AN AFFILIATED ENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

DNP IAM reserves the right to change or cancel these programs at any time without notice.

DNP Flat Fee Repair Program
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