



Extended Manufacturer Warranty Agreement

Terms & Conditions

A 1-year or 2-year extended manufacturer warranty (“extended warranty”) is available for purchase at the time of sale of any new RDM scanner and extends the standard 2-year limited manufacturer warranty to either 3 or 4 years. The extended warranty covers all parts and labor per terms and conditions of RDM’s 2-year limited scanner warranty published in RDM scanner User Guides.

Prior to the expiry of the extended warranty period, you will receive an extended warranty auto-renewal invoice from RDM. Extended coverage on your scanner for a period of either one or two years (up to a maximum of five (5) years from date of original purchase) will be provided upon RDM’s receipt of payment of the renewal invoice.

For extended warranty auto-renewal to commence, the renewal invoice must be paid within 45 days of date of invoice and before expiration of the current extended warranty term, otherwise warranty coverage will terminate at the end of the original extended warranty term purchased.

Routine cleaning is not covered by warranty programs. It is recommended that the customer periodically cleans the unit as directed in RDM scanner user guides.

Extended Warranty Claims

When a scanner malfunctions under the terms and conditions of the standard or extended warranty, the customer will be referred to an RDM authorized service depot. The customer is responsible for paying shipping costs to the service depot. Return ground shipping, is covered under the standard and extended warranties (overnight is available at extra charge) provided that the product is deemed defective. Otherwise RDM reserves the right to charge for “no problem found” units at the standard service charge plus shipping when returned units are tested and found to be operating normally and within published specifications.