

Advance Exchange Warranty Service Program



Time is money

Every minute of unplanned downtime is lost productivity and quite often, lost revenue. The Vioneer Advance Exchange Warranty Program is designed to get your imaging products back to work as quickly as possible. The program entitles customers to immediate telephone troubleshooting and provides next business day, advance replacements for non-working scanners. Our mission is to reduce recovery time from days to hours.

Advance Exchange Warranty includes parts, labor and round-trip shipping for verified scanner failures. The scanner replacement will be delivered next business day if the replacement order is received before 12:00 PST (Pacific Standard Time). Otherwise the replacement scanner will be shipped the next business day. Advance Exchange is available in the United States for all workgroup, departmental and mobile scanners. The program begins on the date of product purchase and is inclusive of the manufacturer's warranty.

How it works

In the circumstance of a scanner failure, Vioneer's Technical Support will assist the customer in resolving the problem via telephone. Customers must provide the product model number, serial number and description of the issue. Technical Support may have the customer run simple diagnostic tests and confirm any error code messages. Should Technical Support determine that the unit needs to be returned, a Return Merchandise Authorization (RMA) will be assigned and Advance Exchange Warranty customers will receive their replacement scanner overnight.

The defective scanner must be returned to Vioneer within twenty (20) business days of the replacement's delivery date or the customer will be billed for the current list price of the replacement scanner. The defective scanner must be returned using the packaging and box received from the replacement scanner. Shipping instructions will be provided via email. All packages arriving at our repair center must have a valid RMA number clearly printed on the packaging to ensure proper receipt and credit of your defective scanner.

Warranty Features	Standard Warranty	Advance Exchange	Onsite Repair
Toll Free Line <ul style="list-style-type: none"> Technical Support by phone is available toll-free at 800-648-0410 	✓	✓	✓
24/7 Web Support <ul style="list-style-type: none"> Technical support available via the Knowledgebase at www.vioneer.com 	✓	✓	✓
Extended Coverage <ul style="list-style-type: none"> Warranties may be purchased for up to 5 years of coverage from the date of purchase. New Warranties must be purchased within 90 days of date of purchase. 		✓	✓
Priority Call Response <ul style="list-style-type: none"> Calls are handled more quickly, and in a higher priority than Standard Warranty customers. <ul style="list-style-type: none"> Average Hold Time < 2 minutes Average Time to Resolution < 10 minutes 		✓	✓
On-Site Service <ul style="list-style-type: none"> If Technical Support determines the problem is failed Hardware: <ul style="list-style-type: none"> A technician will be dispatched the Next Business Day after delivery of the replacement to exchange the unit at the customer site. Service available in US and Canada at 800-648-0410. 			✓
Priority Overnight RMA* <ul style="list-style-type: none"> RMA replacements are first shipped via overnight delivery to the customer Once the customer receives the replacement, they package the defective unit and send back the unit. 		✓	
Return and Replace RMA* <ul style="list-style-type: none"> RMA exchanges are available via a return and replace process. Customers first send back defective unit. Once defective unit is received, a replacement is then sent out via Ground service. 	✓		
1 Year Warranty Renewals <ul style="list-style-type: none"> Can be purchased anytime up to 90 days after expiration of standard warranty or Advance Exchange/Onsite Repair agreement. Retroactive to either date of scanner purchase (if no prior warranty was purchased) or expiration of Advance Exchange/Onsite Repair Warranty, whichever is later. Stackable for up to 5 years of total coverage from date of scanner purchase. Available as long as scanner model is in production. 		✓	✓