

Medit T710 / T510 / T310 Scanner Repair Policy

September 15, 2020

Warranty repair service

Medit's standard product warranty and extended product warranty service include the repair and replacement of defective products or product components by Medit or its authorized repair facilities. For warranty repair services, the customer must first contact the Medit authorized reseller from whom the product was purchased and the reseller must obtain a case number to authorize the return of the product for service. No product warranty service can be initiated without prior authorization through the issuance of a case number.

Dead on arrival (DOA). Within 30 days after the installation of a product, if the product fails to function substantially in accordance with the published specifications and the reseller promptly notifies Medit of such defects or non-conformity, and the product trouble is determined to be caused by a defect in manufacturing or materials, Medit will replace the defective unit at no charge.

Product warranty scope. If under normal and proper use a defect or non-conformity appears in a product, during the applicable warranty period, and the customer promptly notifies the authorized Medit reseller from whom the product was purchased, of such defect or non-conformity, and follows the shipping instructions provided for the return of the product, Medit will either replace or repair the defective product at no charge.

Product	Standard warranty duration	Coverage
Medit T710	Scanner: One (1) year from the installation date or 18 months from the shipment date, whichever comes first.	Parts, labor, and shipping.
Medit T510	Scanner: One (1) year from the installation date or 18 months from the shipment date, whichever comes first.	Parts, labor, and shipping.
Medit T310	Scanner: One (1) year from the installation date or 18 months from the shipment date, whichever comes first.	Parts, labor, and shipping.

This warranty does not apply to accessories and consumable parts unless failure has occurred due to a defect in materials or workmanship.

Case assignment. Upon submitting a technical support request (support@medit.com), the requester will be notified of the case number issued for the request by email.

Shipment of product. Medit support agents will provide the reseller with instructions for shipping back the product. Reseller is to ensure that the defective product including all accessories is returned to Medit authorized repair facility in accordance with instruction. Reseller is responsible for handling return shipment

All products must be returned by the reseller in its original packaging or an equally protective packaging to prevent damage in transit, and shipped to:

MEDIT Corporation
 ATTN: Case number #####
 23 Gorye-dae-ro 22 gil, Seongbuk-gu, Seoul, 02855, Republic of Korea
 Phone: +82-2-2193-9600 ext. 2

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Medit will pay all shipping costs to/from the authorized reseller for any product returned for repair that is found to be defective and still under warranty. In all cases, the reseller is responsible for any customs duties and other taxes.

The cost shall be at requester's expense if using an expedited freight or if a designated freight forwarder is requested.

Warranty repair work. All warranty repairs will be performed at a Medit authorized repair facility. The standard turnaround time for most warranty repair work is approximately 2-3 weeks from the date the product is received at the Medit repair facility. If additional time is required to perform the warranty repair services, Medit will notify the reseller of the estimated additional time required to complete the warranty repairs.

If Medit determines that the product trouble is not caused by a defect and therefore not covered under the product warranty, any repair work will be handled as an out-of-warranty repair service in accordance with the out-of-warranty repair service terms.

In the event of repairs or replacement of any parts of the unit, the warranty will thereafter continue and remain in force for the unexpired period of the warranty.

These policies are subject to change at the discretion of Medit without prior notice.

Out-of-warranty repair service

Medit offers out-of-warranty repair services for Medit products that are no longer covered by a standard or extended product warranty. For end-of-sale products, repair service is available for up to 5 years after the product discontinuation notice.

Repairable out-of-warranty Medit products will be repaired at the then-current repair rates of Medit including other applicable expenses.

In order to submit an out-of-warranty repair service request, the customer must contact the Medit authorized reseller from whom the product was purchased, and the reseller must obtain a case number to authorize the return of the product for service. No product warranty service can be initiated without prior authorization through the issuance of a case number.

Repair parts are under warranty for 180 days from the date of the return shipment of a repaired unit.

Case assignment. Upon submitting a technical support request (support@medit.com), the requester will be notified of the ticket number issued for the request by email.

Shipment of product. Medit support agents will provide the reseller with instructions for shipping back the product. Reseller is to ensure that the defective product including all accessories is returned to Medit authorized repair facility in accordance with instruction. Reseller is responsible for handling return shipment. All products must be returned by the reseller in its original packaging or an equally protective packaging to prevent damage in transit, and shipped to:

MEDIT Corporation
 ATTN: Case number #####
 23 Gorye-dae-ro 22 gil, Seongbuk-gu, Seoul, 02855, Republic of Korea
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The reseller is responsible for all the shipping and insurance charges of out-of-warranty products returned for repair. In all cases, the reseller is responsible for any customs duties and other taxes.

Repair estimate. Following the receipt of the returned product, Medit will provide an initial repair estimate to the reseller, in writing, within approximately (2) weeks from the date of receipt of the product.

All out-of-warranty product returns, except for repair cases, are subject to a minimum diagnostic fee.

If a reseller has not replied for 7 days from the date of a final quotation, the product will be returned at the reseller's expense.

Repair work authorization and payment. Resellers shall authorize the repair work by issuance of a purchase authorization to Medit and all repair charges must be paid prior to return shipment.

Due to the technical nature of the product, it is not unusual for Medit technicians to discover additional problems that could not be detected during the initial diagnostic evaluation. Accordingly, all initial repair estimates are subject to change and Medit will promptly notify the reseller of any of delays or additional charges incurred in the repair process.

These policies are subject to change at the discretion of Medit without prior notice.