

## Extended Warranty Statement

### Buyer Beware!

If you come across web sites that offer extended warranty plans for half or a third the price of a manufacturer's cost, these are **Third Party** warranties. If extended warranty plans are offered at time of checkout, and do not clearly state "**manufacture extended warranty**"; these warranties may be Third Party plans.

**Third Party warranties** provide at best L-I-M-I-T-E-D coverage or almost no coverage at all. Important consideration: As a general rule, if service is performed by a third party and you continue to have a problem, manufactures will not get involved. Manufacturer's post service plans will not be offered by the manufacture. If you are fortunate to obtain a manufacturer's post service contract, that contract may be voided if the manufacturer learns that unit had service performed by a third party.

We have come across sites that state "2 yr. warranty plan" priced at say half the cost from what a manufacturer's coverage cost are. On these web sites you may think you are purchasing coverage for two additional years and the service plan is from that manufacturer, after all it's implied. **YOUR NOT!** Of course these posted plans only state the following at checkout; 2 year warranty \$xx. They do not state who the plan comes from. In fact, we have learned that some of these same plans are really a one year extension only. Example; if the product you purchased came with a 1yr. AUR and you purchased a 2 yr. extended warranty plan; you would assume your coverage is for 3 years. Unfortunately, we have seen cases where you are only receiving 1 additional year of coverage. In this illustration, 1 yr. warranty from the manufacture, plus 1 yr. extended service, thus 2 years total coverage. And you thought you were covered for 3 years!

Be careful what you purchase. We are seeing a lot of "Cut Throat" prices for a given product along with an extended warranty plan. You might be at RISK!

Here are some stories we hear weekly. These stories, from customers are more common than one would think.

Case1. We purchased a XXXX model for our business office. We called the support number that was given. We provided our serial and model number. We then learned that the extended warranty plan only covers home use. The warranty plan was voided!

Case 2. We contacted the support number of XXX third party service provider. They have no record of us purchasing an extended warranty plan.

Case 3. We contacted the warranty service provider to have a scratched lens replaced. Based on the scanner manual, this was not a customer replacement item but covered or replaced by the manufacturer. We were told that the lens was not covered under their service agreement. We ended up purchasing a new scanner with a manufacturer's warranty plan.

Case 4. We attempted to contact the service company and learned they were out of business.

In looking into these thirty party service plans, it's our opinion that these plans are not even worth the paper they are printed on. This helps to explain why the scanner prices are so cheap. A reseller will make their money selling a service plan that at best, in the end, covers very little. If the extended warranty coverage offered turns out to be from a third party we recommend that you start running away. What is too good to be true, is!

At 1stinscanner.com we pride ourselves in only selling extended warranty plans from the same manufacture of the particular product you purchased. To make this point clear, if you purchase a Fujitsu scanner and want an extended service agreement, we will only sell a Fujitsu extended service plan. This policy applies to all the manufactures we carry. This way you are always provided and assured the best service coverage for that product. This is our policy and guarantee to you! We do not sell **any** third party extended warranties, or service plans from one manufacture for another manufacture's product.

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