

Disc Makers Service and Support Policies in Plain English

Thank you for buying a Disc Makers product. We're here to help. Your first 30 days of ownership are critical.

Please unpack your product and install and operate it within the first 30 days of ownership.

Special customer protection during the first 30 days:

Disc Makers exclusive Perfect Fit Guarantee (PFG)

Our PFG gives you 30 days from the date of purchase to decide whether the system you got is the right one for your needs. If you decide you need a different product, we will give you full credit toward any other product we carry (but only during the first 30 days!). To use the PFG, call us at 1-888-800-4038.

Got a problem?

We carefully check every duplicator before it leaves our factory. If you suspect that there is something wrong with your system, don't hesitate to call Disc Makers tech support at 1-888-800-4038. If something got damaged in shipping or is defective, we can swap your unit out for another (same model) during the first 30 days of ownership. After that, you'll have to send it in for warranty service.

Returns

If you decide for whatever reason you just want to return the equipment (within first 30 days of purchase) and not get a different product, there is a 15% restocking fee. We charge this fee because we can no longer sell the equipment as new, and will have to test, refurbish, and repackage it.

Return Material Authorizations (RMA): If you decide to return a unit, you must obtain an RMA number from our Customer Support Center. Please mark the RMA number clearly on the box(es) you are shipping back. The RMA number helps speed up the processing of your return and is standard in industries where products are returned/exchanged. Shipments received without an RMA number clearly marked on the package will be refused.

Keep all of your original packaging (boxes/foam) in a safe place for the life of the unit. If you ever need to send a unit in for evaluation or repair, you will have the packaging available. We require you to ship equipment back in its original packaging. Failure to keep original packaging can result in extra costs (to buy new packaging) and a longer repair turnaround (you will have to wait for the new packaging to arrive before sending a unit in for repair). Any product returned to Disc Makers in non-original packaging will void the warranty.

You are responsible for all shipping charges: Exceptions are when Disc Makers is exchanging equipment that we determined to be problematic out of the box, products covered by Advanced Replacement Service and products that we return to the customer after Warranty Service. Note: Always use a trackable method to send back equipment and insure for full value.

Disc Makers cannot accept any opened software package for credit or refund.

After 30 days, you're still protected:

Warranty

Most Disc Makers products include a one-year warranty that covers most parts and labor. If you have a problem with your unit while it's under warranty we will repair it at our cost (except for shipping), except in cases of use for which the product is not intended or abuse on your end. Disc Makers provides a depot warranty, which means that you need to ship your unit to us with an RMA number and we will repair or replace it at our discretion.

Extended Warranty

Some products can be purchased with an optional extended warranty. This adds an additional year to the standard warranty, so your equipment has warranty coverage for a total of two years from date of purchase. If you decide that you want to add an extra year of warranty, please call your hardware product specialist at 1-800-237-6666.

Advanced Replacement Service (ARS)

This optional yearly service plan is ideal for customers who cannot afford to be without their equipment while it is being serviced. Under this program Disc Makers will have you up and running within 2 business days. We'll cover the expedited shipping both ways should a replacement unit be required. ARS must be purchased within the first 30 days of your unit purchase. For more information, contact your hardware product specialist at 1-800-237-6666.

Technical Support

Telephone, email, or live chat support is free for as long as your product is in warranty.

Out of warranty?

Once your product is out of warranty, there will be a nominal fee for telephone, or live chat support of \$15 per incident. An incident can include multiple contacts until the problem is resolved or there is an agreement that repair is needed. This fee is subject to change without notice. In case of an out of warranty repair, a Disc Makers tech support specialist will quote you an estimated fee for any repair work necessary prior to the repair being done.

The above information pertains to new Disc Makers Hardware purchases only; please see www.discmakers.com for specific information regarding Disc Makers Outlet and On-Line auction purchases.