

ID Scanning Hardware Warranty

This policy may not be altered or amended in any manner, and the buyer by accepting delivery of IDScan.net hardware products, accepts and agrees to abide by the terms and conditions contained herein.

All New IDScan.net hardware products come with a 1-year manufacturer warranty. Some open box or refurbished units may also come with a one year warranty (check the product listing).

This warranty is valid only for the first consumer purchase. Customers may be required to provide proof of original purchase.

You may have also elected to purchase an additional extended warranty at your time of purchase. Our team will confirm your warranty in our system when you submit a return or repair request.

If the unit is defective within 30 days, you are eligible for a refund or an exchange for a new unit regardless of the product's warranty.

After 30 days, the following defects are covered by your warranty:

- No power/charge
- Screen doesn't turn on
- Screen is defective
- Does not scan

The following are not covered under warranty:

- Screen shatters
- Damage due to drops, abuse, or mishandling
- Physical damage to the device
- Items damaged by power surges, floods, brownouts, blackouts, or other natural disasters
- Water intrusion

There may be other defects covered on a case-by-case basis. Contact us to determine if your defect is covered under warranty. Warranty coverage varies by manufacturer.

Warranties of IDScan.net hardware items provide repair coverage and do not provide a unit hot-swap. If your unit is defective after 30 days from purchase, you will be required to fill out a Repair Request Form.

Completing this form initiates an RMA Review within our system so that we can properly diagnose the potential defect and resolve your issue.

You will then briefly troubleshoot the issue with IDScan.net Customer/Tech Support to determine the cause and potential mitigations. Our goal is always to limit disruption to your business by first attempting to remotely repair the device.

If remote troubleshooting does not fix the issue, an RMA will be requested on your behalf from the manufacturer. RMA information and shipping instructions will be provided to you by Customer/Tech Support.

Customers are responsible for all shipping costs associated with hardware repairs. When you send your item(s) to our team for repair, please repackage in the original packaging (if possible). Otherwise, please ensure the device is well-padded within the shipping box, to prevent further damage in-transit.

The unit must be evaluated and repaired by the manufacturer. Only if the manufacturer determines the unit is not repairable will a replacement be considered. The replacement will be issued directly by the manufacturer if deemed necessary.

Depending on the issue we may be able to expedite small repairs if the needed parts are in stock. However, turnaround times for repairs depend on the cause of the issue as well as on the scanner / reader manufacturer themselves. IDScan.net is not responsible for, nor do we have control over, these repair times.

Your warranty begins on the date of purchase. 1 and 3 year warranties run concurrently, so the elective purchase of an additional 3-year warranty provides an additional two (2) years of coverage.

If you require a loaner device while your hardware is being repaired, contact your Account Representative who can determine availability and provide recommendations on a suitable device. Loaner availability is dependent on our inventory levels and we are not able to guarantee a loaner device, or that an available loaner device will be of the same hardware model you have used previously.

If you have any questions about your warranty or requesting a repair you can contact us at logistics@idscan.net.