

Product & Support Warranty Program

January 2013

OVERVIEW

WARRANTY PROGRAM STATEMENT:

- Explained / Clarified

HARDWARE & PARTS:

- Defined & Explained

PRINTERS / PRINTER BASED MFP'S

- Limited Warranty defined

DEPOT SERVICE (ADVANCED EXCHANGE)

- Offer value-add to your customer and reduce your costs.

IT CHANNEL SALES (ON SITE SUPPORT)

- Additional Revenue Opportunities and CS Value-Add.



COMPREHENSIVE "LIMITED" WARRANTY (GENERAL TERMS)



This document outlines Ricoh America's Corporation (RAC) comprehensive "Limited" Warranty offerings applicable to all brands (Ricoh-Savin-Lanier) marketed and sold within current distribution channels. This "umbrella" program has been designed to ensure that all Authorized /Certified & Active Dealer business partners are fairly compensated for any/all defects in material & workmanship which may occur during the "specific" time frames. This "Limited" warranty is applicable and associated to all B&W & Color MFP's, Printer/Printer Based MFP's Scanners, Facsimile, Wide Format, Digital Duplicators and Production Print products manufactured by Ricoh. In addition, this same "umbrella" applies to associated parts and supplies which are included with these products or subsequently purchased. Specifics to the above are detailed below and on subsequent pages.

HARDWARE & PARTS

- "Limited" Warranty for Fax, Copier, MFP's and Production Printers is 180 days from the date of shipment from Ricoh to any/all authorized dealer.
- A Warranty Compensation Discount of 1.75% discount will be applied to all invoices for parts purchased by way of Ricoh's National Service Parts Center. The discount will be applied to each part order and will be calculated against the Dealer list price for each part on the order.
- A credit for defective part (material and/or workmanship) over \$200 during the 180 day warranty period.

PRINTER / PRINTER-BASED MFP'S

- Full 1-year "Limited" Warranty.
- A Warranty Claim Allowance (WCA) is applied as a credit to the Selling Dealer's account at the time of purchase. This WCA dollar amount is specific for each product and published separately on the Service Management Support Portal (SMSPP).

DEPOT SERVICES – ADVANCED EXCHANGE

- Ricoh will extend the use of our Depot location to facilitate the Advanced Exchange of any given Printer/Printer Based MFP during the 1-year "Limited" warranty period. This is applicable only for those products which have been "designated" as "Depot Only" contained on the published WCA (Warranty Claim Allowance) document stated above.

AFTERMARKET SUPPLIES

- Ricoh will provide a warranty on all genuine supply items that may fail due to defects in material and workmanship during ninety (90) day period after the shipment date from Ricoh.
- This warranty is not applicable to any/all claims related to the projected published yields of such supplies.

IT CHANNEL SALES – ON SITE SUPPORT (AUTHORIZED SERVICE PROVIDER-ASP)

- Ricoh initialized request to provide on-site warranty service on a Printer/Printer Based MFP purchased via our distributor channel or web services.
- Compensation will be provided in the form of a "Flat Rate", plus parts along with applicable "zone" charges (travel) during the 1-yr Limited Warranty period only.



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I. Hardware & Parts

Policy

Ricoh warrants exclusively to Dealer that any Ricoh B&W & Color MFP's, Printer/Printer Based MFP,s Scanners, Facsimile, Wide Format, Digital Duplicator and Production Print products manufactured by Ricoh shall be free from defects in material and workmanship for that period which is one hundred eighty (180) days after the shipment date of such products from Ricoh to any/all authorized Dealer.

Limited Warranty Statement

Ricoh warrants exclusively to Dealer that any Ricoh B&W & Color MFP's, Printer/Printer Based MFP,s Scanners, Facsimile, Wide Format, Digital Duplicator and Production Print products manufactured by Ricoh shall be free from defects in material and workmanship for that period which is one hundred eighty (180) days after the shipment date of such products from Ricoh to any/all authorized Dealer.

Subject to the article entitled "RETURNABLE PARTS," Ricoh shall provide compensation to Dealer for Dealer's anticipated parts expenses during the limited warranty period through the use of a "Limited Warranty Compensation Discount" which shall be applied to any and all Ricoh parts purchases made by the Dealer.

However, all warranties shall be ineffective in the case of (a) any Product that has been subject to misuse, mishandling, misapplication, neglect, accident, improper repair, damage by circumstances beyond Ricoh's reasonable control or modification by Dealer (whether or not authorized by Ricoh) including but not limited to use of unauthorized parts; (b) insignificant defects such as scratches which are not prominent, minor mechanical or electrical maladjustment, or random manufacturing errors which can be easily corrected; or (c) supplies not originally incorporated in any Ricoh dry office copier, facsimile transceiver, or printer.

Subject only to the limitations of the following article entitled "RETURNABLE PARTS," Dealer's sole remedy under any warranty is limited to the 'Warranty Compensation Discount' applicable to Dealers parts purchases from Ricoh.

THE WARRANTIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF, AND RICOH EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. RICOH SHALL NOT HAVE ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF OR IN CONNECTION WITH, THE SALE, USE OR PERFORMANCE OF THE PRODUCTS.

Limited Warranty Compensation Discount

The Limited Warranty Compensation Discount is a calculated percentage that is equivalent to the anticipated overall limited warranty expenses which may be incurred by the Dealer as determined by Ricoh. The Dealer shall apply the discount to any and all parts purchases made from Ricoh. This discount will be applied to each part(s) order and shall be calculated against the Dealer purchase price for each part(s) on the order (noted as a credit amount on the invoice).

As of the date of this policy statement, the Limited Warranty Discount is fixed at 1.75%. The applicable discount will be reviewed from time to time and adjusted if, at the sole discretion of Ricoh, it is appropriate.

Returnable Parts

In addition to the Limited Warranty Compensation Discount described above, Ricoh has designated certain parts that may be returned to Ricoh for limited warranty credit if such parts fail due to defects in material and or workmanship within 180 days from date of purchase from Ricoh. These parts include parts originally incorporated into a Ricoh B&W & Color MFP's, Printer/Printer Based MFP,s Scanners, Facsimile, Wide Format, Digital Duplicator and Production Print products or spare parts purchased from Ricoh and are limited to:

1. Any part that is not repairable and having a Dealer list price of \$200.00 or more.
2. If failure occurs within the specified time limitation; or
3. If the replacement part (as listed above) is visually defective prior to installation in the machine.

NOTE: Specifically excluded from the above are "Sub-Assemblies", PM items, and Photoconductors.

II. Printers / Printer – Based MFP's

Policy

Warranty Credit Allowances - printers/printer-based MFP's are included in Ricoh's Flat Rate Warranty Allowance Program. They are being offered with a one (1) year onsite, parts and labor warranty to the end-user. In addition, Ricoh will enhance your support offerings by providing a Depot Exchange Program for specific products identified based on the Terms & Conditions for those products.

Within the Dealer Channel, a warranty allowance will be credited to offset the expense of extending warranty service for the 12-month term. This one time allowance will be issued monthly to your iSuite commission report, for each unit purchased during the prior month.

Authorized Dealers will receive this warranty credit allowance for each printer purchased as indicated on the published warranty matrix. In addition to this allowance, Ricoh's current Parts Warranty Program remains in effect on these products for the 12-month warranty period (1.75% Parts Discount to any and all parts purchases made from Ricoh "plus" any part that is not repairable, is not a photoconductor and having a Dealer list price of \$200.00 or more are exchanged at no charge).

Warranty Credit Accumulations – it is projected that based on current manufacturer failures rates, the total amount of warranty credits will offset any labor provided during the 1-year "Limited" warranty period.

General Requirements: Authorized Products eligible for "Limited Warranty" Maintenance Services hereunder shall (a) be located and remain within the United States of America (including Alaska and Hawaii); (b) be configured at Ricoh's specified minimum requirements, and (c) be located within fifty (50) miles of a designated Ricoh on-site maintenance service facility or be subject to a distance surcharge.

Limited Warranty Statement

This "Limited Warranty" shall only apply if the Ricoh Printer/Printer-Based MFP's is used in conjunction with compatible software and computer equipment. Ricoh is not responsible for compatibility or usability with non-Ricoh Software or components.

This "Limited Warranty" covers all defects in material and workmanship encountered in normal use of the Ricoh Printer/ Printer-Based MFP's for a period of 12 months from the date of purchase and does not apply in the following situations listed below:

- 1) Loss or damage due to abuse, mishandling, neglect, improper packaging, alteration, accident, electric current fluctuations or operating the equipment outside the manufacturers recommended specifications.
- 2) The failure to follow the operating, maintenance or environmental instructions prescribed in the Ricoh Printer/MFP Operations Manual or service performed by anyone other than a Ricoh Authorized Service Facility.
- 3) Any issue(s) related to the installation of and/or troubleshooting of Print Drivers and/or Associated Software.
- 4) The use of non-genuine Ricoh replacement parts or consumable supplies (item(s) purchased from other than Ricoh or an Authorized Ricoh Reseller) that cause damage to the Ricoh Printer/Printer-Based MFP's, abnormally frequent service calls or service problems.
- 5) The alteration of any serial number plate or date, included on any serial number plate, affixed to the Ricoh Printer/Printer-Based MFP's.
- 6) Due to usage within an environment that is not in compliance with the applicable specifications.
- 7) In excess of the Printer/Printer-Based MFP's duty cycle.
- 8) Systems engineering services, programming services, and operational procedures of any kind, which include installation and customization of software programs.
- 9) Resolution of problems external to the Printer/Printer-Based MFP's, including but not limited to telephone lines, modems, cabling and electrical power.

III. Aftermarket Supplies

Policy

Ricoh will provide a manufacturer's warranty on all genuine supply items that may fail due to defects in material and workmanship during the ninety (90) day period after the shipment date from Ricoh to an authorized Dealer.

THIS WARRANTY DOES NOT COVER ANY CLAIMS FOR FAILURE TO MEET "PROJECTED" PUBLISHED YIELDS

This policy affects all authorized Ricoh/Savin/Lanier Dealerships and applies to all items identified as supplies and published by RAC Marketing at the time of product launch of all products manufactured by Ricoh Corporation. Any item that has been determined by a Ricoh representative to have a defect in material or workmanship which was identified and discovered within the defined Warranty Period will be replaced with a comparable product free of charge or the Dealership will be provided with an account credit based on the cost of the item that will be applied toward future purchases of Ricoh/Savin/Lanier products. At Ricoh's discretion, the Dealership may be required to return defective Product to Ricoh Americas Corporation for inspection and/or evaluation before any replacement and/or credit is processed.

Limited Warranty Statement

Ricoh warrants exclusively to Dealer that any supply item purchased will be free from defects in material and workmanship during the ninety (90) day period after shipment date from Ricoh to an "authorized" Ricoh-Savin-Lanier dealer. All warranties shall be ineffective in the case of any misuse, mishandling, misapplication, neglect, accident, improper repair, damage by circumstances beyond Ricoh's reasonable control or modification by Dealer (whether or not authorized by Ricoh) and does NOT cover nor applicable to any claims for failure to meet projected published yields of any/all such items identified as supplies.

THE WARRANTIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF, AND RICOH EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. RICOH SHALL NOT HAVE ANY LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF OR IN CONNECTION WITH, THE SALE, USE OR PERFORMANCE OF THE PRODUCTS.

Procedure

All claims must be submitted using Ricoh's existing web-based Dealer Warranty Claims site via: <http://www.ricohservice.com/warranty>. If you have not previously registered for this site, you may do so on the home page. All claims will be reviewed by your Technical Support Manager (TSM) after submission and can be tracked at any time by returning to the website.

IV. Depot Services Option

Policy

Ricoh Americas Corporation (RAC), Owner of the Ricoh – Savin - Lanier branding, extends a limited warranty to the original purchaser of Ricoh manufactured Printers and Printer-Based MFP's, which was purchased in and is used within the United States of America (including Alaska and Hawaii). These products which have been identified as "Depot Service Only", delivered in new condition and in the original packaging, are entitled to one year free technical phone support and are warranted with an Advance Exchange Warranty Service against defects in materials and workmanship for a period of ONE (1) YEAR from the date of original purchase.

THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRINTER OR PRINTER-BASED MFP'S, OR THE PERSON FOR WHOM IT WAS PURCHASED AS A GIFT, and STATES YOUR EXCLUSIVE REMEDY.

V. Distributor / IT Channel Sales – Support Requests

Policy

On occasion in support of a Distribution and/or IT Channel sales Ricoh may request our dealer business partner to provide onsite support while the product is covered by the 1st year Limited Warranty.

COMPENSATION: Standardized pricing is in place for all service calls at \$108 per hour plus zone charges. One hour is charged for the first 60 minutes or any portion thereof. For the second and subsequent hours, they will be invoiced in quarter-hour increments at \$27 per quarter-hour increment. Zone Charges: 1st 25 miles (one-way) are Zone 1 and are included in the \$108 compensation. Each additional 25 miles (one-way) add a Zone and compensation is \$22 per each additional 25 miles. Utilized parts should be billed at LDP (lowest dealer pricing).

SERVICE COST: The dealer service manager (DSM) should contact psd.fieldservice@ricoh-usa.com for guidance if the expected repair cost exceeds the following on parts and labor: Monochrome Device -\$400; Scanner -\$600; Color Device -\$800. Any diagnosis should be validated before parts are replaced. Use the standardized pricing plus estimated parts cost to determine if an escalation is needed

COMPLETION OF SERVICE REQUEST: It is important to properly close out the received service request with Ricoh. Dealer Compensation looks for the closed service request when they receive an Invoice for service performed by a Dealer.

VI. Time Limitations

Policy

All documentation relating to any limited warranty claim must be submitted within 60 days of when Dealer extends warranty service. Dealer must supply complete and accurate data within this time period. Ricoh must receive any inquiries regarding warranty claim status within 90 days of warranty claim submission. Dealer shall have 30 days to respond to notification from Ricoh that the original warranty claim submitted failed to comply with the limited warranty policies and procedures set by Ricoh.

VII. Processes & Procedures

Reference RAC published Dealer Policy Manual for details related to processes & procedures. In addition, your Technical Support Manager (TSM) can be contacted for guidance and/or clarification.