

## ROLAND DEPOT REPAIR POLICIES

This document discusses Roland DGA's Depot Repair Services. It is the responsibility of the Roland distributors and customers to understand this information prior to sending the equipment in for repair and after receiving the equipment back from repair. The required information will change from time to time, so please be sure to keep the latest version of this document in your records for reference.

## LABOR RATES

A one hour evaluation fee applies for all billable repairs. The evaluation fee includes cleaning and initial diagnostic of equipment. For all inkjet printers, an additional \$75.00 fee applies for the use of ink and cleaning solution needed to test and to prepare the unit for transportation.

### Labor Rates

<b><u>Engravers</u></b>	<b><u>Hourly Labor Rate</u></b>	<b><u>Dental</u></b>	<b><u>Hourly Labor Rate</u></b>
EGX-20	\$125.00	DWX-4	\$200.00
EGX-30	\$125.00	DWX-50	\$250.00
EGX-30A	\$125.00	DWX-51D	\$250.00
MPX-70/80/90	\$125.00	DWX-4W	\$250.00
MPX-90M	\$125.00	<b><u>3D Printer</u></b>	
EGX-300	\$150.00	ARM-10	\$150.00
EGX-350/360	\$150.00	<b><u>Scanning</u></b>	
EGX-400/600	\$175.00	LPX-60/600/1200	\$150.00
<b><u>Vinyl Cutters</u></b>		<b><u>Milling</u></b>	
SX-8/12/15	\$75.00	iM-01	\$75.00
SV-8/12/15	\$75.00	MDX-15	\$125.00
GX-24	\$125.00	MDX-20	\$125.00
GS-24	\$125.00	SRM-20	\$125.00
CX-300/400/500	\$150.00	MDX-40A	\$150.00
GX-300/400/500/640	\$150.00	MDX-540	\$250.00
<b><u>Ink Jet</u></b>		<b><u>Legacy Units</u></b>	
All Units	\$250.00	All Units*	\$250.00

\*Units not listed above

## SHIPPING CHARGES

### **For Warranty Repair – Factory, Extended, and 90-Day Repair Warranties**

The customer is responsible for all shipping charges, including insurance, to send the equipment to our service center location.

### **For Billable Repair**

The customer is responsible for roundtrip shipping charges. Shipping insurance is highly recommended to avoid fees for extra repair work caused by shipping damage.

In the event that the same failure occurs within 30 days of the original repair, Roland will cover ground shipping to service center\*

*\*All Roland covered shipments are done using FedEx Ground and are insured for the full value of the device. Roland will issue a call tag for shipments to an Authorized Service Center location. Roland will not cover shipments made by anyone but authorized personnel. No C.O.D.*

## **REPAIR WARRANTY**

In the event that a spare part fails upon installation or within 90 days of installation, and if no warranty exclusions apply, Roland will replace the part at no charge including labor. Refer to <http://www.rolanddga.com/owners/support/passport/overview.asp> for warranty exclusions.

## **STORAGE FEE**

A storage fee applies for all units waiting for payment, repair approval and any other reason beyond Roland DGA's control for longer than 30 days from the original receipt date. A \$10.00, per calendar day, storage fee will be automatically added to the final invoice for each additional day the equipment is stored. Machines left at Roland for more than 90 days from original receipt date will be considered abandoned and all right, title and interest in and to the machine will pass automatically to Roland. Accordingly Roland may dispose of the abandoned machines as Roland sees fit.

## **REPAIR TURNAROUND TIME**

Our turnaround time for repairs is approximately 2-4 business days from the date we receive the unit. The repair time depends on the complexity of the issue and the need to order parts from our offsite warehouse facility.

## **EXPEDITED REPAIRS**

We offer the option to expedite equipment repairs. The repair expedite fee is \$100.00 per unit. We guarantee a 48 hour or less repair turnaround from the time we receive the unit or the repair expedite fee is waived. The 48 or less repair turn around does not include shipping time to and from the repair location. The expedite option needs to be requested prior to sending the unit in so we can properly allocate resources and parts.