

www.cannondirect.com
Phone: (513) 753-1954
Fax: (513) 685-4605
E-mail: kathleen@cannondirect.com

TabletMouse Warranty

Extended Warranty Protection

Eye Com backs up the quality, and insures the cost-effective value of your ImageMouse, with optional repair or replacement coverage well beyond the manufacturer's industry standard 90 day Warranty period.

Free Software Upgrades

Purchase of an Extended Warranty Policy includes free software upgrades within that warranty period.

Eliminates Direct Support

This is the first product in the history of micrographic printing solutions that leverages the small, reliable, and cost-effective digital design of its product, to eliminate the need for costly on-site maintenance agreements.

Factory Direct Support

The ImageMouse is manufactured right here in the USA. The manufacturer's Extended Warranty Protection means professional factory service and no hassle peace of mind. Apart from your actual shipping postage, EWP covers all parts and labor, with no extra or hidden costs.

How Do I Receive EWP Service Support?

Simply call, the factory direct toll free technical support hotline, at 800-558-2153. If your problem cannot be solved over the phone, we will verify your coverage, assign a Return Authorization (R.A.) number and you will be authorized to ship the product back to the factory.

Priority Service

Your ImageMouse will be repaired or replaced within 72 hours after receipt. In most cases, only the ImageMouse Head Assembly will need to be unplugged from the base, and sent in for a factory exchange.

Global Protection

If your product requires repair or replacement from anywhere in the world, simply ship it back to the factory address found on your EWP agreement for fast and reliable service.

Sign up Now!

Sign up now to lock in the low rates for your extended coverage. You can sign up anytime within the standard warranty period for the extended coverage, however, if extended coverage is not acquired prior to a service problem, factory service will be available at the then prevailing rates. Contact your authorized dealer for price, terms, and any additional information

Standard Warranty

For 90 days after delivery to the customer, Eye Communication Systems, Inc. (hereafter referred to as Eye Com) warrants that the products will be free from defects in material of workmanship, and Eye Com liability is limited solely to the replacement of such defective parts (1) which are returned, shipping and handling charges prepaid by the dealer to Eye Com and (2) which are proven to be defective upon Eye Com's inspection, and (3) to the labor to repair or replace such parts. The warranties contained in this agreement are in lieu of all other warranties, express or implied, including any regarding merchantability or fitness for a particular purpose, related to the use or performance of the products. Eye Com will not be liable for personal injury or personal injury or property damage (unless caused solely by the Eye Com negligence), loss of profit or other incident or consequential damages arising out of the use or inability to use the products. Nor does this warranty extend to any product which has been (a) subject to misuse, neglect or accident, or (b) repaired or altered by other than service representatives qualified by Eye Com.

Extended Warranty Protection Agreement

Eye Com backs up the quality, and insures the cost-effective value of your ImageMouse, with this optional extension of the original repair or replacement coverage. If the product fails to operate properly as a direct result of any manufacturing defect, all of the terms and conditions of the original manufacturer's standard warranty coverage are extended for the duration of the additional coverage. Customer is responsible for providing proof of payment for coverage. Coverage automatically begins on the 91st day after product purchase date on the original invoice, and extends for the number of years of coverage selected.

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Your Agreement Does Not Cover

This Agreement does not cover loss or theft of the products, pickup or delivery charges, knobs, lamps, trim parts, cabinetry, consumables, or damage caused by product abuse or misuse, water damage, loss of data, damage or loss resulting from natural causes such as earthquakes, tornadoes, or other acts of God. This warranty policy is non-transferable.