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Desk hours - 8:30-8:00 Eastern
www.fujitsu.com/us

Vendor Program Overview

Fujitsu services are extended warranty options for their scanners. These services add world class support on top of the existing warranty that comes with each product. Resellers do not have to be authorized to purchase Fujitsu services.

Warranty Options

Basic (Onsite)
ScanCare (Onsite)
Advance Exchange
Depot

Maintenance/Support

Most of the Fujitsu warranties come with one, two and three year options. Eligibility will vary depending on the scanner model. Customer can get a support renewal up to a total of five years per scanner. Orders for Fujitsu warranties must be purchased before the default warranty for each product has expired. If expired, please provide effective dates.

Authorization Requirements

There are no authorization requirements for Fujitsu warranty orders.

Ordering Requirements

To assure prompt processing of your Fujitsu warranty order, please be sure to include the following information when placing your order:

1. PO number
2. End-user agency/organization name
3. End-user shipping street address, city, state and zip code
4. End-user contact name - first and last name required
5. End-user contact phone number
6. End-user contact email address (email domain must match business name)
7. Scanner model that the warranty is covering
8. Scanner serial number that the warranty is covering
9. Effective dates if warranty is expired
10. Method of payment

Product Delivery

Fujitsu warranty orders typically take 3-5 business days to process. Once Fujitsu processed the warranty, a virtual copy of the warranty is emailed to the reseller as well as the peripherals licensing mailbox.

Renewals

For quickest processing, please provide the previous contract number.

Pricing Programs

Special pricing is available for larger orders. Government and academic discounts are available for all Fujitsu warranties.

Important Notes

Reseller cannot be end user. There will be situations where the end user is the reseller. Please validate that the reseller owns the scanner and is using this service is for them.

Vendor Returns Overview

Fujitsu has a no returns policy. We can submit a request for a return but cannot guarantee Fujitsu will return the order. Vendor exceptions may apply.

To request a return, please contact us with the following information:

- Your Ingram account number

- Your PO #

- Ingram Order number

- SKU of product to be returned

- Quantity (please note—the entire quantity must be requested for return - no partials)

- Reason for Return

- And will there be a replacement order.

Please contact our licensing desk with any questions. Thank you!