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Desk hours - 8:30-8:00 Eastern
www.kodak.com

Vendor Program Overview

Kodak Maintenance Agreements are electronic warranties that can be customized to meet your production needs. They can include Preventive Maintenance that can be scheduled outside your busy production periods, as well as co-term (monthly) options after the one year mark. They offer convenience, service cost control, and maximized uptime. Kodak's Total Service Call policy ensures that we not only fix your immediate problem - we inspect and address potential problems before they cause downtime.

Key Products

Advanced Unit Replacement - AUR (Advanced Unit Replacement) from Kodak is the faster, smarter alternative to depot repair. You're assured next-day delivery of a replacement unit to help assure your ongoing productivity. Kodak will replace your covered scanner as needed if it is not operating correctly with a replacement unit that's shipped quickly to your location. To make it even easier, we offer phone support, next-business day-replacement, and our trusted service organization for true peace of mind and protection.

On-site Coverage – Includes repair costs, phone support, and periodic maintenance call each year. Coverage includes all travel, labor and parts for repair, all service calls, as well as Preferential response time-plus automated escalation process. Onsite also includes Help Desk expertise-providing over the phone resolution for many issues, including hardware/software issue resolution. Lastly, Kodak provides Total Service Call-including full inspection and cleaning of equipment to spot and troubleshoot emerging issues before they cause downtime.

Coverage Options

Böwe Bell & Howell	Entire portfolio supported
Canon	Entire portfolio supported
Contex	Entire portfolio supported
Fujitsu	Entire portfolio supported except ScanSnap models
IBML	Entire portfolio supported

Kodak	View all Kodak products
Panasonic	Entire portfolio supported
Panini	S1 Series
Ricoh	Entire portfolio supported
Vidar	Entire portfolio supported

Ordering Requirements

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. Model Number and Serial Number

Vendor Returns Overview

Kodak has a no returns policy. We can submit a request for a return but cannot guarantee Kodak will return the order.

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!