

Returns

We offer a **30 day / 1,000 slide money back guarantee** on SlideSnaps.

To receive a full refund* (excluding shipping costs), all equipment must be returned in working condition with original packing materials, postmarked within 30 days of original delivery. All scanning equipment features a non-volatile scan odometer. If the odometer reading exceeds 1,000 captures, the refund will be less 20¢ per capture in excess of 1,000. For example, an odometer reading of 2,500 will subtract \$300 from the refund total ($2500 - 1000 = 1500 * \$0.20 = \300).

*All Camera / Lens purchases are subject to a 20% restocking fee.

** Redeemed software licenses are non-refundable. Refund will be less the value of any redeemed licenses. For example, BatchCrop (Which offers an evaluation / trial copy)

Shipping

Although we would love to be able to offer same day shipping, we are a small company so it's not yet feasible. Orders typically go out within 3 business days. Our scanners rely on a complex supply chain and lead times are not uncommon. The lead time on the product page is an estimation and by no means guaranteed. We understand that often you are in a crunch, so if you need a product by a specific date please contact us first and can give you a better idea of what to expect.

International Buyers

Despite having many satisfied international customers, we do not have representation outside of the U.S. Non domestic shipping costs are **non-refundable**. All international incoming and outgoing warranty / repair shipping costs are the sole responsibility of the buyer / owner. We will not attempt to calculate any import duties / taxes you may incur at your country's border.

Equipment Condition

The majority of the products we offer rely on components that are no longer mass produced (i.e Kodak projectors and accessories). Therefore the parts are procured from a variety of sources and refurbished if necessary. So while we can't guarantee a product free of blemish, we do stand behind their reliable functionality as far as the function pertains to the intended use.

A Digital Shoebox LLC 1 Year 100,000 Scan Limited Warranty

A Digital Shoebox's warranty obligations for this hardware product are limited to the terms set forth below:

A Digital Shoebox LLC. ("A Digital Shoebox") warrants A Digital Shoebox branded hardware products against defects in materials and workmanship under normal use for 100,000 cycles (tracked on nonvolatile memory in control panel) or a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser ("Warranty Period")(Whichever comes first). During this warranty period, if a defect arises, and you follow the instructions for returning the product, we will, at our option, either (i) repair the product using either new or refurbished parts, (ii) replace the product with a new or refurbished product, or (iii) refund the purchase price of the product. Any replacement may be, at the option of A Digital Shoebox, a new or remanufactured product.

A replacement product assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you.

When a product is exchanged, any replacement item becomes your property and the replaced item becomes A Digital Shoebox's property. When a refund is given, the product for which the refund is provided must be returned to A Digital Shoebox and becomes A Digital Shoebox's property.

Exclusions and Limitations

This Limited Warranty applies only to hardware products manufactured by or for A Digital Shoebox that can be identified by the "A Digital Shoebox" trade name, or logo affixed to them.

We will, at our option, refund the purchase price of the product.

This warranty does not apply: (i) to consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship; (ii) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (iii) defects or damage caused by misuse, accident (including without limitation collision, fire and the spillage of food or liquid), neglect, abuse, alteration, unusual stress, modification, improper or unauthorized repair, installation, wiring, or testing, improper storage, use in an unapproved device or if the serial number has been removed; (iv) to damage caused by operating the product outside the permitted or intended uses described by A Digital Shoebox; (v) to damage caused by use with non-A Digital Shoebox products; (vi) to any non-A Digital Shoebox hardware products or any software, even if packaged or sold with A Digital Shoebox hardware.

A Digital Shoebox does not warrant that the operation of the product will be uninterrupted or error-free. A Digital Shoebox is not responsible for damage arising from failure to follow instructions relating to the product's use.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. A DIGITAL SHOEBOX'S RESPONSIBILITY FOR HARDWARE DEFECTS IS LIMITED TO REPAIR OR REPLACEMENT SERVICE AS DETERMINED BY A DIGITAL SHOEBOX IN ITS SOLE DISCRETION. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THIS LIMITED WARRANTY. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE EXPIRATION OF THE LIMITED WARRANTY PERIOD. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, A DIGITAL SHOEBOX IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED OR USED WITH A Digital Shoebox PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

Obtaining Warranty Service

To obtain warranty service for any Product that is subject to the foregoing warranty, Consumer must notify A Digital Shoebox to obtain a Return Manual Authorization ('RMA') and return the defective product together with proof of purchase to the address specified by A Digital Shoebox in connection with the RMA. Purchaser may be required to deliver the defective product to an authorized A Digital Shoebox location.

Warranty may not be made where the serial number on the product has been altered, removed or cannot be confirmed.