

Scanco Software, LLC.

Hours of Operation: Monday - Friday 8:00am to 5:00pm Eastern

SUPPORT	PHONE SUPPORT CAN BE REACHED AT 330-645-9959 X 111 AT ANY POINT DURING NORMAL BUSINESS HOURS. IF A REPRESENTATIVE IS NOT AVAILABLE, YOU MAY LEAVE A DETAILED MESSAGE. SCANCO WILL RETURN YOUR CALL WITHIN 24 HOURS. THE SUPPORT LINE IS CHECKED EVERY 1/2 HOUR. SUPPORT IS ONLY GIVEN TO CUSTOMERS WITH CURRENT SUPPORT PLANS WITH SCANCO.
PAYMENT TERMS	ALL ORDERS ARE 100% DUE UPON ORDER PLACEMENT. SCANCO ACCEPTS CHECK, WIRE, VISA, MASTERCARD, AND AMERICAN EXPRESS. DEPOSITS ARE NON-REFUNDABLE. YOUR SCANCO REP CAN PROVIDE DETAILED PAYMENT INFORMATION.
CONSULTING TERMS	24 HOURS NOTICE IS REQUIRED TO CANCEL TRAINING OR CONSULTING MEETINGS. IF MEETING IS CANCELLED OR CUSTOMER IS A 'NO SHOW', THAT HOUR WILL BE FORFEITED.
RETURN POLICY	THE SOFTWARE IS NON-REFUNDABLE, HOWEVER, CREDIT WILL BE ISSUED, PROVIDED AN RMA IS ISSUED WITHIN 15 DAYS OF THE INVOICE DATE. ALL EQUIPMENT RETURNED FOR CREDIT MUST BE RETURNED WITHIN 30 DAYS AND HAVE AN RMA ISSUED BY SCANCO. THERE MAY BE A RESTOCKING FEE OF UP TO 30% FOR PRODUCTS RETURNED DEPENDING ON THE CONDITION OF THE PRODUCT. THE CUSTOMER IS RESPONSIBLE FOR ALL RETURN SHIPPING COSTS.
RETURN PROCEDURE	CONTACT YOUR SCANCO REP OR SCANCO SALES AT 330-645-9959 AND REQUEST AN RMA NUMBER. PLEASE HAVE YOUR INVOICE NUMBER AVAILABLE. RMA'S ARE VALID FOR 15 DAYS. RETURNS MUST INCLUDE ALL ORIGINAL PACKAGING, MANUALS, CABLES, WARRANTY CARDS, SOFTWARE, ETC. THE CONDITION OF THE PACKAGING AND PRODUCT WILL DETERMINE WHAT THE RESTOCKING FEE WILL BE.

Scanco is dedicated to providing top quality products that work and work for you. It is our sincere desire to be attentive to your needs. You can reach customer service at any time by calling 330-645-9959.



Scanco Software LLC LICENSE AGREEMENT

For All Current Versions of Scanco Developed Software Products

SCANCO SOFTWARE LLC, a Florida limited liability corporation (“Scanco”), provides various software programs (the “Software”) along with all hardware sold by Scanco in connection with the software (the “Hardware” and collectively with the Software, the “Products”) to the original purchaser of such Products (the “User”) whose acknowledgement is set forth below, under the terms of the license set forth in this License Agreement.

The Software is copyrighted and all rights reserved by Scanco and is published and distributed exclusively by Scanco. The distribution and sale of the Software and its output is intended for the use of the User only and for use only in connection with the single computer on which it is originally installed. User is licensed to read from the Software's medium into memory of the computer for the purpose of executing the program and/or to make a copy the program for the purpose of archival backup only, provided such copy is made solely in support of User's operation of the program on a single computer.

User may not modify or merge any portion of the Software or its output into another computer program or device without the prior written consent of Scanco. The copying, modifying, duplicating, selling or otherwise distributing of the Software or its output is a violation of this Agreement, as well as the U.S. Copyright Laws.

This Agreement and all of User's rights hereunder will automatically terminate if User fails to comply with any of the terms and conditions of this Agreement or otherwise violates any of Scanco's rights in the Software. User may terminate this Agreement at any time by destroying the Software and documentation, along with all copies.

User is solely responsible for the proper use of the Software and for protection of User's data and data backup.

Scanco warrants that the disk containing the Software will be substantially free from defects in materials and workmanship for a period of ninety (90) days following the date of purchase. User's sole remedy for the breach of this warranty is to return the CD within the warranty time period, together with User's receipt or other proof of payment, to Scanco, and Scanco will replace the CD without charge. Scanco will assign to the User any assignable warranties made by the manufacturer of the Hardware.

EXCEPT AS SET FORTH ABOVE, SCANCO EXPRESSLY DISCLAIMS ALL WARRANTIES WITH RESPECT TO THE PRODUCTS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SCANCO DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE SOFTWARE WILL MEET USER'S REQUIREMENTS, OR THAT THE OPERATIONS OF THE SOFTWARE WILL BE ERROR-FREE OR UNINTERRUPTED.

UNDER NO CIRCUMSTANCES, INCLUDING NEGLIGENCE OF SCANCO, SHALL SCANCO BE LIABLE FOR ANY LOST OR INACCURATE DATA, LOST BUSINESS PROFITS, OR INCIDENTAL, SPECIAL CONSEQUENTIAL OR PUNITIVE DAMAGES THAT RESULT FROM THE USE OR INABILITY TO USE THE PRODUCTS, EVEN IF SCANCO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH EVENTS OR DAMAGES.