

UP TIME IMAGING, LLC

1836 Carrollton-Villa Rica Hwy STE# 103 Villa Rica, GA 30180

Policy & Terms and Conditions

PRIVACY POLICY

This Privacy Policy governs the manner in which Up Time Imaging, LLC collects, uses, maintains and discloses information collected from users (each, a "User") of the website ("Site"). This privacy policy applies to the Site and all products and services offered by Up Time Imaging, LLC.

Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

Web browser cookies

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

How we use collected information

[Pick the Date]

Up Time Imaging, LLC

Up Time Imaging, LLC may collect and use Users personal information for the following purposes:

- To improve customer service

Information you provide helps us respond to your customer service requests and support needs more efficiently.

- To improve our Site

We may use feedback you provide to improve our products and services.

- To process payments

We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.

- To send periodic emails

We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sharing your personal information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

Third party websites

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

Changes to this privacy policy

Up Time Imaging, LLC has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting us

Up Time Imaging, LLC
Up Time Imaging, LLC

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:
Up Time Imaging, LLC

1836 Carrollton-Villa Rica Hwy
STE 103
Villa Rica, GA 31080
(800) 913-3660

PARTS PURCHASE POLICY

- Purchased parts are sold with a 14 day (starting on the date the part was shipped) return policy for Net 30 accounts only. Any parts returned within this time frame are subject to a 25% restocking fee pending inspection and testing to ensure the part is still functional when received. All parts returns must be authorized via a submitted parts return form. If the part is not functional or damaged, it will be returned at client expense and billed in full with any cores still due for return (if any). Any refunds due on returned parts will be given as in-house credit only. All parts pre-paid by any non-Net 30 accounts are not returnable and are non-refundable. Special order parts CANNOT be returned. In-House stock parts that are DOA are exempt from a restocking fee, but must be verified upon arrival to Up Time Imaging facility. Any parts suggestions that are made by Up Time Imaging personnel are taken as an optional suggestion only. It will ultimately be the responsibility of the client upon purchasing the part(s) to take responsibility of the part(s) purchase as all purchases will be subject to Noted Up Time Imaging parts policy. There will be no waiver or modification of policy due to any suggestions made by personnel.
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- SPECIAL ORDER PARTS - All special order parts MUST be pre-paid before order is placed with the manufacturer. Once order is placed, it cannot be cancelled. No refunds or credits will be given for special order parts. No returns accepted for special order parts due to manufacturer policies. There are no warranties on special order parts. Due to limitations set by the manufacturer, all special order parts can only be shipped via FedEx Express Saver (3 day) method. This shipping method lead time is calculated into the lead time for the part on the quotation. (Ex: If the part says a lead time of 6 business days, this includes the lead time of the part availability AND the time it would take to arrive at your shipping destination.) Shipping information (tracking number) may not be available when shipping direct from the manufacturer due to limitations of manufacturer communication during the order process.
- RE-CERTIFIED PARTS - All recertified parts are sold in as-is condition aesthetically, but with an optional 90 day warranty against any functional defect. All Re-Certified parts are cleaned and dis-infected before shipment once final testing is completed. In some cases, there may be evidence of normal wear and / or discoloration due to staining of plastics or rubber pieces on re-certified parts. Please note that the optional warranty does not cover any aesthetic blemishing and any part returned to Up Time Imaging for return will be subject to a restocking fee if the reason for return is due to aesthetics of the part being returned. While a basic cleaning and dis-infesting of a re-certified part is performed by Up Time Imaging any deep cleaning exercises or special cleaning requirement shall be completed by the purchaser of parts to suit their own application / operation. Up Time Imaging is not responsible or liable for any special deep cleaning procedures or reconditioning exercises demanded by the purchaser, and any request by purchaser to Up Time Imaging for special cleaning requirements may incur additional fees as it is outside of the general scope of Up Time Imaging Re-Certified parts specification.

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- Parts returned after the 14 days return period are NOT eligible for return unless an exchange is requested under warranty.
- Purchased parts are sold with warranties as implied on the invoice for which the part is associated. All parts serial numbers for which warranty is assigned can be found on their respective invoices. Parts warranties are NOT interchangeable with other parts or transferrable to any other party. Parts warranties do not cover customer induced damage from incorrect installation, handling, or any other induced failure to the part.
- All submissions for parts and repair services must have the machine serial number listed on the purchase order or the signed quotation for which the part or service is ordered for.
- Parts repair services carry a warranty as outlined on their respective invoices. Once the part has been repaired, there can be no refunds or credits in full or in part for the repair process unless the repair cannot be warranted under the Up Time Imaging standard warranty term for the repair.
- Parts warranties do not include shipping, handling, packing, or any other charge or expense. This includes shipping charges to and from Up Time Imaging for warranty claims.
- CORE EXCHANGE PARTS - MUST be received within 30 days from date of invoice to receive credit on that invoice. Parts MUST be received complete without any missing pieces, in good physical condition, and free of any tampering or field repair attempts. Core exchanges that are received past 30 days, received with missing pieces, have been received in poor physical condition, or have been tampered with, or a field repair has been attempted will not be accepted as a valid core exchange. The invoice for which the core exchange has been associated, will be revised with a core charge to reflect the non-receipt of the core exchange part, or in some cases a partial credit only depending on the condition of the received core exchange part. Any part that is rejected completely will be shipped back client at the customer expense. The invoice will then be re-sent for payment after the core charge has been added to the client responsible for the payment of the invoice. The invoice payment will still be due by the original due date.
- Certain special order parts, such as manufacturer direct orders, cannot be returned once ordered. These special order parts also carry NO warranty. This is a rule set by the manufacturer, and as such must be enforced through Up Time Imaging special order program. Please see your quotation to determine if a part is a special order part, or simply ask for a Up Time Imaging representative.
- Pricing is subject to any agreements on file with. 3rd party pricing can only be honored if a valid business agreement is on file with Up Time Imaging and the account is in good standing. Retail pricing is standard to all clients without a valid business agreement on Up Time Imaging file.
- Parts shipped from Up Time Imaging MUST have insurance to cover part in the event of damage or misplacement by shipping agency. Shipping insurance cannot be waived by receiving party unless issued in writing to Up Time Imaging. Up Time Imaging not responsible for any damage due to shipping and is the responsibility of the buyer of parts to file any claims with the shipping courier. Shipping address MUST be present on the purchase order or signed quotation to be processed and shipped to that address. Shipping addresses may not be honored if present in other forms of communication such as e-mail, phone, sms, or other types of communication.

WARRANTY POLICY

- Warranty will not be valid until Up Time Imaging receives a completed and signed "Warranty Registration Form". Warranty will NOT BE HONORED until this form is received and filed by Up Time Imaging from the original purchaser of parts or services.
- Parts warranty covers part only.
- Warranty for new parts may be honored with a recertified part or a part of like function in place of the original part or repair of original part sold on original order in cases of warranty claims. Warranties for recertified parts may be honored with a different recerfield part of like function in place of the original part or repair of the original part sold on original order in cases of warranty claims. All warranties only valid with signed and submitted warranty registration form to Up Time Imaging.
- Repair warranty covers parts and labor associated with the repair of the original failure of the part.
- Warranty is not transferrable on any part or service to any other client other than the original purchaser.
- If no warranty is stated on the associated invoice, no warranty is given.
- Warranty does not cover technical support. Technical support is billed separately.
- All warranties do NOT cover shipping, handling, packing, or other charges.
- All warranty returns require a RMA number. Returns submitted to Up Time Imaging without the RMA documentation will be held, or returned at client expense.
- Warranty claims MUST be filed within the warranty period by RA request. Once an RA is generated for a warranty claim return, the warranty can be sent in for a claim. Warranty claims not sent in before the RA has expired (30 days from issuance), will be void on that issued RA and a new RA must be filed within warranty terms.
- Warranty does NOT cover on-site labor, or any travel expense relating to the original on-site service visit.
- Warranty starts from the date of the invoice or date of shipment for which the warranty is stated. Warranty cannot be delayed due to the part / machine periods of inactivity.
- All warranties do NOT cover incorrect installation, induced damage (physical or technical), or any other client induced failures.
- All warranties do NOT cover aesthetic damages on, but not limited to, panels, glass, plastic pieces, conduit, torn or damaged cabling, physically damaged circuit boards, etc...
- Warranty will not be honored if the associated invoice is past due, and will only be honored once the associated invoice is paid in full. Warranty will be VOID on any invoice that goes beyond 30 days past due in relation to payment terms.
- Due to manufacturer policy, there is no warranty given for special order parts. Therefore, we are not able to extend any warranties for any special order parts.

TECHNICAL SUPPORT

- Up Time Imaging offers over-the-phone (and e-mail) technical support during the week Monday - Friday between the hours of 8AM - 4PM (PST). All technical support is handled on a first come first serve basis.
- All parts purchased through Up Time Imaging direct will come with free technical support for assistance in the installation of the part.

PARTS REPAIR POLICY

- Once a repair has been completed, no refunds or credits can be given for the repair.
- The repair pricing is non-negotiable. We are already extremely competitive with other providers and will not negotiate pricing.
- Once a part comes in for repair, and an evaluation is completed, there is a non-refundable evaluation charge due if the repair is cancelled before completion.
- If a part comes in for repair, and it is put on hold for more than 30 days, there will be a parts storage fee assessed every 30 days the part is on hold. This fee may be waived if the repair is completed once the part is taken off hold status with approval from management.
- Warranty on all repairs start on the date of repair completion. It is the buyers responsibility to ensure that shipping arrangements are made in a timely fashion in advance with Up Time Imaging to have the part returned promptly.
- Any parts shipped back to buyer will have courier insurance coverage to cover part in the event of damage or courier misplacement. Insurance coverage may not be waived unless issued to Up Time Imaging in writing. Up Time Imaging will not be liable for any damage to parts from shipping. It is the buyers sole responsibility to file any claims with shipping couriers in the event of damage or lost packages.

Policy page last updated: February 2, 2016

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