



Express Replacement Assistance Program

Mitsubishi's Express Replacement Assistance (ERA) is a next business day replacement program designed to provide users of Mitsubishi printers and photo systems the peace of mind that comes with our commitment to offer high quality printer products.

In the event that your printer or photo system should not operate properly, it is very reassuring to know that a team of knowledgeable technical support professionals are only a phone call away. Should a replacement printer or photo system become necessary, Mitsubishi's ERA program ensures that a working replacement refurbished unit is shipped to you within 24*hours for overnight, next business day delivery (where available), allowing you to continue with your business with minimal interruption.

* Please note: ERA replacements for DPS Click and DPS Kiosk systems are only for the system unit and do not include base cabinet, accessories or any add-ons.

Industry's Best Warranty Program

Duration And Eligibility

This warranty is offered free of charge to end-user customers within the 50 United States. For a list of Mitsubishi Photo Imaging Products and ERA coverage, access our website www.mevsa.com or contact our Technical Support team at 888-307-0309.

In-Warranty Express Replacement Assistance Program:

Printer Warranty Period – 12 Months from Verifiable Date of Purchase
Kiosk Warranty Period – 24 Months from Verifiable Date of Purchase

- Express Replacement requests are all managed by our Technical Support Department. You may contact them at 888-307-0309 for support and request your ERA replacement.
- Mitsubishi requires a company purchase order (if an Authorized Dealer) or a major credit card as security collateral to ensure the prompt return of the defective unit, and for payment of any out-of-warranty repairs. An amount equivalent to the purchase price of a new unit will be charged to the company purchase order or credit card, in the event that Mitsubishi does not receive the defective unit within 15 business days from date of receipt of replacement unit.
- Mitsubishi will ship your replacement refurbished unit within 24 hours for overnight delivery, next business day (where available) upon receipt of completed ERA form and verification of warranty.
- Mitsubishi's ERA program is a permanent exchange, and the customer's warranty will not be interrupted.
- All ERA shipping charges are paid by Mitsubishi for customer's residing within the 50 United States.

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