

**Texas Department of Information Resources  
Appendix D to DIR Contract No. DIR-TSO-3102  
Brother Warranty Service Program**

Brother International will provide “GEM” Warranty Service to Customers using DIR Contract No. DIR-TSO-3102.

**Procedure:**

1. Customer will be provided a dedicated toll free 800 number for support – **800-947-2109**, for general assistance, problem isolation and to initiate an advanced express exchange. This number is staffed between the hours of 9 am EST and 8 PM EST.
2. Upon calling the dedicated service number, Customer will identify themselves to Brother Customer Service as a “GEM Account”
3. Brother Customer Service rep will perform standard troubleshooting procedure for every machine and shall work with the customer to try and diagnose and correct the problem via telephone support.
4. End Users will supply Customer Service with all required information to confirm product failure and to process the express exchange.
5. If telephone support is not successful in resolving the problem, the Customer Service representative will arrange for “Express Exchange Service” to be provided.

Express Exchange Service will be expedited by the next business day, the exchange of any non-working Brother product for a like new replacement unit for any calls received by 3:45PM EST. Replacement unit will be shipped overnight to Customer.

For calls received after 3:45PM EST, troubleshooting will still be performed in an effort to resolve the issue via telephone support. In the event that support is unable to resolve the issue, an Express Exchange will be processed the following business day for next day arrival.

6. When Customer receives the replacement product, Customer shall use the prepaid shipping label provided by Brother to return the original product within ten (10) business days. Customer shall be responsible for following all return instructions provided. The original, defective product must be returned in the same shipping carton as the replacement product. All original, non-defective accessory items should be retained by Customer.

**Warranty Verification:**

1. No proof of purchase will be required to verify warranty status.
2. Customer will be required to provide the serial number of the product.
3. The product will be considered “in warranty” if the serial number is **within 18 months** from the date of serial number manufacture. As part of the “GEM” program, we offer an additional 6 months of warranty from date of serial number. Standard customers receive 12 months from date of purchase.

**Call Tracking Procedure:**

All service calls into the “GEM” service program are tracked with a case number and that case number is provided to the End User Customer. Upon request, service and call history can be provided to the Customer.

**Frequency of Reports:**

If requested, Brother International can provide a swap history report on a monthly basis to Customer. This report will identify the Customer initiating the swap, model being swapped, serial number of the machine, and serial number of the replacement machine.

**After hours call procedure:**

Our “GEM Account” service line is staffed from the hours of 9 AM EST to 8 PM EST. In the event that service is requested after hours, customers can call the “GEM Hotline” and leave a message. Calls will be returned the next business day. If troubleshooting is required after 8 PM EST, support is available through our standard customer service number at **1-877-BROTHER** as part of the GEM Warranty Services.

**Product Return Procedure:**

Requests for return of Brother IT Imaging Products purchased under DIR Contract 3102 will be coordinated by the Authorized Brother DIR Contract Reseller who processed the order. State of Texas customers are requested to contact their Brother DIR Reseller for Information of the Return of Product.