

Dealer Service Reimbursement Policy & Procedure

Mimaki USA offers reimbursement to Dealers for onsite warranty repair for warranty serviceable items according to the Mimaki USA Product Limited Warranty and Service Policy.

- **Reimbursements will be provided as a flat rate by model**
- **Dealer must have already submitted an Installation report to be eligible via Mimaki Dealer Portal**
- **Dealer must open a CASE with the Mimaki Call Center via phone or email, or via the Mimaki Portal and obtain a CASE NUMBER (for request of warranty parts obtain case # prior to the request)**
- **Dealer must submit a Service Report via Dealer Portal with all required information:**
 - Date of Service
 - End-User's Signature
 - Case # & Machine Serial #
 - Detailed Description of the Issue
 - Detailed Description of the Work Done
 - The End User's Complete Address & Contact Information
- **Dealer must submit an Invoice with all required information:**
 - Case # (If possible - place CAS number in invoice file name / in email subject line)
 - Date of Service
 - Machine Type & Machine Serial #
 - One-way Mileage from the Nearest Dealer Location

Please reference the chart below for reimbursement rates and please note that reimbursement is per incident, and not per visit.

Product	CJV/JV 100/150/200/300 UCJV/UJV 300 SERIES TXF 150/300 TS 100 / 200 TS/TX300 UJF3042/6042	CJV/JV/UCJV 330 SERIES UJV55 JFX 200 SERIES UJF7151PLUS II SERIES CFX CUTTER 3DUJ2207	Tiger 600 JFX600 3DUJ553	CG / CF / CFL Cutters
Reimbursement	\$ 250.00	\$ 450.00	\$ 650.00	N/A

One way mileage from Nearest Dealer Location	<100 Miles	101– 200 Miles	>201 Miles
Reimbursement	\$150.00	\$275.00	\$375.00

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The Service Report and Invoice for reimbursement both will have to be submitted/mailed to reimbursement@mimaki.com

- Submissions to other email addresses will not be accepted
- The Invoice will have to be submitted as PDF files
- Service Report must be completed within the dealer portal
- Incomplete or incorrect submissions will be returned for corrections, if returned you will have to resubmit both the Invoice and Service Report together to reimbursement@mimaki.com

Submission Deadline – All Invoices and Service Reports for Reimbursement are due within Thirty (30) days of the original Service Visit