

4 year warranty for Point of Sale products

What is Epson CoverPlus 4 year warranty for Point of Sale products?

The service extends the warranty to 4 years from the date the product was purchased new by its first user. In the event of a product failure, simply contact us, provide us with details of the fault and the product's location, and we will repair or replace the product, depending on the nature of the fault and the service that you have purchased.

Epson **Cover+**

Where is the service available?

See the separate sheet supplied with this pack headed "Terms and Conditions - appendix A" for details on the services available and the locations in which they are available. In addition, the service is available for PoS system products in other countries within the EU where it will be subject to the local terms and conditions in the country where it is located. For local terms and conditions, or to purchase extended warranty services outside these territories, contact the Epson office in the territory where you intend to use the product.

When does it become active?

The service becomes active and Epson will become obliged to provide services to you only when this pack is registered with Epson. You should read these "Terms and Conditions - appendix A" so that you are clear about the services to be provided, the scope of Epson's liabilities to you, and your responsibilities.

- Epson will not accept registration without a valid authorisation number. The authorisation number is printed on the authorisation form included in this pack.
- The product must be in working condition. Epson will not provide services if the product was faulty at the time of registration.
- You must be able to provide proof that less than 4 years have elapsed since the product was purchased new by its first user (a dated receipt or invoice). Epson may ask for proof before providing a repair or a replacement product.

If any of the above conditions are not met or if for any other reason you wish to return this pack, you should return it to the supplier from whom it was purchased and request a refund. Please contact Epson if you experience any difficulty.

How do you report a faulty product and arrange a repair or replacement?

Telephone the Epson service desk in the country where the product is located. See the sheet supplied with this pack headed "Terms and Conditions - appendix A" for service desk telephone numbers.

What if you sell or relocate your product?

The service covers a specified product. It is not restricted to a specific location or address. If the product is sold, the unexpired term of the service will be transferred to the new owner provided:

- You deliver to the new owner the original authorisation form which is supplied with this pack.
- The new owner must be able to prove that less than 4 years have elapsed since the product was purchased new by its first user (an original or copy of a dated receipt or invoice).

Epson can only provide 4 year extended warranty for PoS systems product to dealers, not to end-user customers. End-user customers who require extended or enhanced warranty services for Epson PoS systems products should contact their dealer.

Terms and Conditions

Activating the service

The service becomes active and Epson will become obliged to provide services to you only when this pack is registered with Epson. You should read these terms and conditions so that you are clear about the services to be provided, the scope of Epson's liabilities to you, and your responsibilities.

- Epson will not accept registration without a valid authorisation number. The authorisation number is printed on the authorisation form included in this pack.
- The product must be in working condition. Epson will not provide services if the product was faulty at the time of registration.
- You must be able to provide proof that less than 4 years have elapsed since the product was purchased new by its first user (a dated receipt or invoice). Epson may ask for proof before providing a replacement product.

If any of the above conditions are not met or if for any other reason you wish to return this pack, you should return it to the supplier from whom it was purchased and request a refund. Please contact Epson if you experience any difficulty.

Duration of the service

Epson CoverPlus 4 year warranty for Point of Sale products provides cover for a period of 4 years from the date the product covered was purchased new by its first user.

Faulty products

The service to be provided will depend upon the pack number you have purchased and the product you have purchased it for. If you don't know what service this pack provides you can ask your dealer for advice or contact Epson.

See the separate sheet supplied with this pack headed "Terms and Conditions - appendix A" for details on how to contact Epson service desks, how to contact Epson for further information, and for the replacement product or engineer visit schedule for your country.

- 4 year warranty for PoS printers: next day service, Monday to Friday. A replacement product will be delivered to you in exchange for the faulty product. Replacement products will be pre-configured to the hardware configuration settings provided to Epson when this pack was registered with Epson.
- 4 year warranty for PoS systems products (only available to dealers). Epson can only provide this service to dealers, not to end-user customers. End-user customers who require extended or enhanced warranty services for Epson PoS systems products should contact their dealer.

Different service levels are available depending on the location of the product: next working day service Monday to Friday, next working day service Monday to Saturday, same day service Monday to Saturday. In some locations, a two working day service is provided.

Depending on the type of fault, Epson will either arrange for an engineer to repair the product at your premises or send a replacement product or component to your premises. Epson will not repair products at end-user customer premises or send replacement products or components to end-user premises. Replacement products will be pre-configured to the hardware configuration settings provided to Epson when this pack was registered with Epson.

Replacement products may be refurbished units. The unexpired term of the extended warranty service will be transferred to the replacement product.

Limits to the service

See the separate sheet supplied with this pack headed "Terms and Conditions - appendix A" for details on the services available and the locations in which they are available. In addition, the service is available for PoS system products in other countries within the EU where it will be subject to the local terms and conditions in the country where it is located. For local terms and

conditions, or to purchase extended warranty services outside these territories, contact the Epson office in the territory where you intend to use the product.

A repair or replacement product or component will not be provided if, in Epson's view, the failure or problem has occurred because of:

- wear and tear
- modification to the product, unauthorised or inexperienced repair, unauthorised or inexperienced attempted repair
- misuse, including any use outside the product's specification, excessive or inappropriate use, or use in an adverse or abnormal environment
- non-Epson hardware used with the product, application software used with the product, or the use of options, parts or consumables which are not Epson branded

Where damage or blockage occurs to or in the print mechanism and non-Epson consumables have been used, the failure will be deemed to have occurred because of that use unless the contrary can be proved.

This agreement does not cover:

- replacing parts which normally require replacing during the life of the product (eg. ribbons, ink cartridges, lamps etc.)
- routine maintenance, cleaning and replacing consumables as described in the product's user manual
- setting up the product on site or product support
- configuration or calibration of other products which may be connected to or used with the product or with the replacement product
- installation of software

Epson does not accept responsibility for ensuring any particular performance when the product is used in combination with other equipment or software.

Faults that are not covered

Epson will try to ensure over the telephone that the product and the fault reported are covered by your agreement. However, if the engineer is asked to replace or repair equipment other than the covered product (or one from which the serial number has been removed or tampered with) or if the fault is one excluded from cover, Epson will charge you for the costs incurred. If these costs are not paid within 28 days, cover will be terminated. If you wish the engineer to proceed with a repair which is not covered you must agree terms and authorise payment at that time.

What this agreement covers

This agreement is an agreement for the supply by Epson of specified services if the Epson product covered under this agreement fails to operate or operates outside its specification. It covers equipment bearing the serial number registered with Epson when the service was registered or equipment which Epson has provided to replace it under the terms of this service. It is not a policy of insurance. Nor is it a warranty, guarantee or other promise that your Epson product will not fail or that it meets any particular quality standard. It does not extend the rights you obtained in this respect at the time you bought the product. By this agreement, Epson accepts no additional liability in respect of defects in the product beyond a liability to provide the services as described. This agreement does not affect any existing legal rights you have against the person who supplied your Epson product or against Epson. It is additional to them.

Liability that Epson accepts

If the product or any other item owned by you is damaged as a direct result of Epson providing the service in a negligent way, Epson accepts liability for the damage caused to those items. If the product itself is damaged as a direct result of Epson providing the service in a negligent way, Epson will repair or replace the product; if other property is damaged as a direct result Epson will pay up to a

maximum of £500,000. If as a result of negligence by Epson (or by its employees or contractors) Epson causes any personal injury or death, Epson accepts liability for this. Epson does not accept liability beyond this. In particular it does not accept any liability for breach of contract or otherwise for any consequential loss or damage, loss of use of the product or other items or loss of sales, profits or opportunity you may suffer. If you think a failure by Epson to provide the service may cause you losses of this kind and it is important to you to protect against them, you should either take out appropriate insurance or contact Epson to discuss individually negotiated terms at a premium price. The terms of the agreement between you and Epson are fully set out in this document. There are no other terms, conditions or warranties which apply to the agreement or which are implied into it (except any terms implied by statute which cannot be excluded). The service to be provided is as described in this document and you should not rely on any representation made to you which suggests otherwise.

Your responsibilities

Before the engineer begins any work, you must ensure that you have backed up any records, information, files, operating software, data, or anything else on your system that could be affected if things go wrong to ensure that if anything is deleted from or corrupted within your system as a direct or indirect result of Epson providing the service, you have copies to replace them. Epson only undertakes work under this agreement on this basis. If something on your system is affected as a direct result of Epson providing the service, Epson will attempt to restore this information to your system. Alternatively, you may restore this information yourself for which Epson will compensate you at a reasonable rate. Epson does not accept any other responsibility or liability for anything damaged, corrupted or lost from your system that has not been backed up correctly.

Definitions

"Epson", "we" and "us" is Epson (UK) Ltd of Campus 100, Maylands Avenue, Hemel Hempstead, Hertfordshire, HP2 7TJ. or a contractor appointed by us. "the service" is Epson CoverPlus 4 year warranty for Point of Sale products.

The specification for Epson products is that defined by the manufacturer of the product.

Epson **Cover+**

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EPSON®

Terms and Conditions - appendix A

Service availability, telephone numbers and schedule

Location	4 year warranty service purchased	Service desk opening times	Service desk telephone number	Replacement product or engineer visit schedule See notes below table
UK and Republic of Ireland	PoS printers: next day service, Monday to Friday	Mon-Fri 9am to 5pm	UK: 08702 416 089 Republic of Ireland: +44 (0) 8702 417 250	England, Scotland and Wales: next working day before 12 noon. Northern Ireland and the Republic of Ireland: next working day before 5:30pm. Exceptions to these delivery times should be expected in remote parts of the UK and the Republic of Ireland, and the Scottish Highlands and Islands.
	PoS system products: next day service, Monday to Friday	Mon-Fri 9am to 5:30pm	as above	Next working day before 5pm for calls received before 4pm.
	PoS system products: same day service, Monday to Saturday	Mon-Sat 9am to 9pm	as above	For calls received before 12 noon: same day before 9pm. For calls received after 12 noon: next working day before 5pm.

Notes: Timescales are based on Epson receiving the call for service before 3:30pm, unless otherwise stated. Working days exclude any national bank or public holidays in the country where the product is located. These times are targets to which Epson works. They are not firm guarantees and Epson does not accept any liability for any costs or expenses you might incur, or losses you might suffer if these target times are not met.

For further information: If you want to know more about the service we provide and the timescales, or if you don't know what service this pack entitles you to, ask your dealer for advice, visit www.pos.epson.co.uk/services, or contact Epson (UK/Republic of Ireland: email info@epson.co.uk or telephone UK: 08702 416 900, Republic of Ireland: 1 800 409 132, Denmark: email level.one@epson.dk or telephone 70 279 274, Finland: email level.one@epson.fi or telephone 0201 552 091, Norway: email level.one@epson.no or telephone 815 35 210, Sweden: email level.one@epson.se or telephone 077 140 0135).