



WARRANTY OFFER

DigiPoS Store Solutions Inc. shall provide a 36 month, return to depot, repair or replace warranty on:

- a. all DigiPoS branded products purchased from DigiPoS Store Solutions Inc.; and
- b. all approved associated peripherals purchased from DigiPoS Store Solutions Inc. as part of a complete system sale.

Warranty returns are only accepted after obtaining a Return Material Authorization ("RMA") number.

The user is responsible for the cost and safe delivery of the failed product to DigiPoS Store Solutions Inc.'s Service Centre. The user is to ensure that the failed product is adequately packaged and insured as DigiPoS Store Solutions Inc. will accept no liability for product lost or damaged in transit to the Service Centre.

Warranty repair or replacement will be transacted within 21 days of receipt of the failed product at the Service Centre. DigiPoS Store Solutions Inc. is responsible for cost and return freight to the user.

NATURE AND EXTENT OF WARRANTY

If the warranted product develops a problem or fails at any time in the 36 months from the date of first purchase, DigiPoS Store Solutions Inc. will:

- a. Repair the product to specification and to a standard, which in DigiPoS Store Solutions Inc. judgement, is consistent with the products age, condition and usage; or
- b. Replace the product with the same or equivalent product, these units may be refurbished. The unexpired term of the warranty will be transferred to the replacement product; and
- c. Return the repaired/replacement product to the user via standard service (i.e. UPS Ground) with freight prepaid.

This procedure applies for product purchased from DigiPoS Store Solutions Inc. and installed within in the Continental United States and Canada, product installed elsewhere may be subject to other warranty arrangements; otherwise the user will additionally be responsible for the return freight costs.

This warranty does not affect any legal rights you have against the person who supplied your DigiPoS Systems product; it is in addition to those rights. This warranty is a promise by DigiPoS Store Solutions Inc. to the user that we will repair certain problems or faults; it is not a warranty, guarantee or promise that your DigiPoS product will conform to its specification or will not fail.

RMA PROCEDURE

The user shall apply for a Returns Material Authorisation ("RMA") stating the exact nature of the fault and quoting proof of purchase and/or serial number for warranty validation. DigiPoS Store Solutions Inc. shall be under no obligation to issue an RMA unless and until it is fully satisfied that all due investigation and viable alternatives have been assessed in relation to correcting the failure or problem.

No return for whatever reason shall be made by the user without first obtaining an RMA from DigiPoS Store Solutions Inc. DigiPoS Store Solutions Inc. accepts no liability for any such unsolicited returns.

DigiPoS Store Solutions Inc. reserves the right to void the RMA if upon inspection the RMA request is found to be materially incorrect in its statement or lack of statement.

If, in the event of a returned product being found to have no fault ("NFF") the user will be liable for the return carriage and DigiPoS Store Solutions Inc. reserve the right to charge for the time taken to investigating the problem, this charge shall, however, not exceed \$75.00.



WARRANTY EXCLUSIONS

DigiPoS Store Solutions Inc. reserve the right to void the warranty on a product if, in DigiPoS Store Solutions Inc.'s judgement, the problem or failure was caused by:

- Physical damage to the product,
- Misuse or abuse,
- Use of the product outside its published specification,
- The use of non DigiPoS recommended consumables, options, parts or accessories,
- Repair or attempted repair by inexperienced or non-approved repairers,
- Unauthorised modification to the product,
- Excessive or inappropriate use, or use in an adverse or abnormal environment.

The warranty does not cover the replacement of used consumables (unless the consumable item itself was supplied by DigiPoS Store Solutions Inc. and is itself defective) or the fair wear and tear of parts which need periodic replacement during the life of the product and as a result of the use made of them.

This warranty does not cover the modification or correction of any software, including product drivers or other software supplied by DigiPoS Store Solutions Inc. with the product, which are subject of the licence supplied with that software.

DigiPoS Store Solutions Inc. is not responsible for the re-installation and /or re-configuring of any software (other than standard operating system) installed on the failed product.

DigiPoS Store Solutions Inc. accept no liability for loss or damage resulting from a warranty failure other than loss caused by negligent repair and only to the extent this cannot by law be restricted or excluded.

Last updated on 05/08/2008 13:56:00