

POSMICRO Complete Systems

One Year Product Warranty provided by POSMICRO.com

PRODUCTS COVERED

All POSMICRO.com Complete Retail & Restaurant Registers pre-loaded with one of our preferred software packages (Proxis Store Manager or Amigo POS) are covered under this warranty. Warranty and telephone technical support are included free of charge for one year from the date of purchase.

STANDARD ONE YEAR TECHNICAL SUPPORT COVERAGE

POSMICRO.com will provide telephone technical support on business days between the hours of 7:30 am to 5:00 pm PST.*

**Support hours subject to change; refer to website*

Standard Technical Support provides coverage for the following issues:

- Installation of the system, limited to the hardware & software included with the original purchase
- Hardware/software issues related to manufacturer defects
- Software related issues not covered within provided manuals

*Standard One Year Technical Support does **not** provide coverage for the following issues:*

- Hardware/software issues resulting from physically damaged equipment, or any outside influence
- Hardware/software issues resulting from viruses, 3rd party software, and changes to the original manufacturer's specifications, including lost passwords & deleted files
- Data backup and recovery
- Software training

STANDARD ONE YEAR PRODUCT REPAIR WITH OVERNIGHT REPLACEMENT

If a product is determined to be defective by a POSMICRO.com Technician, a replacement part will be shipped to the customer via overnight shipping. The customer is then responsible to send the defective component back to POSMICRO.com within 7 days of receiving the replacement. This service is free with all systems for up to one year from the date of purchase.

*For all Warranty Product Repairs: Overnight replacement requires a credit card deposit. This deposit will be refunded within two business days upon receipt of defective equipment at POSMICRO.com's location. **In some cases where proper backup procedures were not executed, it may not be possible to provide Overnight replacement service.** On those occasions, the customer will be responsible for shipping the product back to POSMICRO.com. The product will be shipped back within 2 business days. If at any time it is determined a problem was related to a reason not covered by our Standard Technical Support coverage, the customer will be charged for all shipping and repair charges (see below for non-warranty rates).*

Customer is responsible for their own backup and data recovery practices. POSMICRO.com is not liable for loss of customer data.

EXTENDED TECHNICAL & NON-WARRANTY SUPPORT COVERAGE

For technical support issues not covered under the Standard Technical Support policy, or for technical support after the One Year Warranty has expired, POSMICRO.com will provide Extended Technical Support for a fee of \$75.00 per incident* for issues that can be resolved over the telephone. If the issue cannot be resolved via telephone, the product may be sent in for repair. Repair service charges are \$95 an hour* plus shipping costs. *per-incident and hourly rates are subject to change

Extended Coverage issues include but are not limited to:

- Re-installation of the POS software not resulting from hardware or software failure
- Integration of hardware not part of the original POSMICRO.com system
- Network changes deviating from original manufacturer's network settings
- Restoring original manufacturer settings changed by human error or 3rd party technicians

RETURNS

All POSMICRO Complete Retail and Restaurant Systems may be returned within 45 days of the date of invoice. A restocking fee will be applied to all returns on a per unit basis (\$400 - \$700 per unit). For all systems, the customer is responsible for shipping costs associated with returning systems to POSMICRO.com. Any products that are not in "Factory Fresh" or "Like New" condition will be charged additional restocking fees based on the condition of the equipment. Condition of the equipment will be determined by POSMICRO.com.

Freight charges for all returns are not refundable. We do not accept returns of media (barcode labels & receipt paper).

SHIPPING DAMAGES

POSMICRO.com is not responsible for damages incurred during shipping. For deliveries en route to the customer, it is the customer's responsibility to appropriately file a claim with UPS or alternate carrier for reimbursement of damaged goods.

WARRANTY VOIDS

Tampering with hardware or opening hardware casings automatically voids this POSMICRO.com warranty. The removal of the warranty sticker also voids the warranty.