

POSGuys.com

POINT-OF-SALE-SUPERSTORE

2125 Humboldt St. · Bellingham, WA · 98225
Phone 1-800-903-6571 · Fax (360)738-3530

POSGuys.com Complete Systems Product Warranty

Products Covered

All POSGuys.com Complete Retail & Restaurant Registers, Inventory Control and Barcode Printing Systems (PG Systems) pre-loaded with one of our preferred software packages (Proxis Store Manager, Aldelo for Restaurants, Proxis Stock Manager, RedBeam Inventory Tracker, Teklynx Label Matrix QuickDraw, or Seagull Bartender Professional) are covered under this warranty. This includes main registers, order stations, back office computers, inventory control systems, and barcode printing systems.

Free Standard One Year Technical Support Coverage

POSGuys.com will provide unlimited free telephone technical support during business hours (see POSGuys.com for support hours).

Free Standard Technical Support provides coverage for the following issues:

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

Free 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.
- Software training

Product Repair

If a product is determined to be defective, any portion of a PG System can be shipped back to POSGuys.com for repair or replacement. Three levels of service are offered – see product description for your service level. Upgrades are available – service level must be selected at time of purchase:

5-7 Day Replacement: The defective product will be repaired or replaced and returned to the customer no later than seven (7) days from the date the product was originally received by POSGuys.com.

2-Day Replacement: A replacement part will be shipped to the customer via 2-day shipping. The customer is then responsible to send the defective component back to POSGuys.com within 7 days of receiving the replacement.

Overnight Replacement: A replacement part will be shipped to the customer via overnight shipping. The customer is then responsible to send the defective component back to POSGuys.com within 7 days of receiving the replacement.

For all 2-Day and Overnight replacements, a deposit will be charged to a credit card, but will be refunded within two business days of the original equipment being returned. In some cases where proper backup procedures were not executed, it may not be possible to provide 2-day or Overnight replacement service. On those occasions, the customer will be responsible for shipping the product back to POSGuys.com. The product will be shipped back within 2 business days via the shipping method in the purchased service level. 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). Product failure needs or compliance with the Standard Technical Support coverage will be determined by POSGuys.com. 2-Day and Overnight Replacement coverage do not extend to the Inventory Control Systems nor the Barcode Printing Systems.

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Extended Technical & Non-Warranty Support Coverage

For technical support issues not covered within our free Standard Technical Support, or for technical support after the Free One Year Warranty has expired, POSGuys.com provides Extended Technical Support for a reasonable 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

The following is an example of common Extended Coverage issues:

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

Returns

All PG 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). One unit is considered to be a Main Register, a Back Office Station, an Order Station, an Inventory Control System, or Barcode Printing System. For all systems, the customer is responsible for shipping costs associated with sending the systems back to POSGuys.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 POSGuys.com.

Freight and priority processing charges for all returns are not refundable. We do not accept returns of media (barcode labels & receipt paper). For certain add-on peripherals, returns are also not available.

Shipping Damages

POSGuys.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 re-imbursalment of damaged goods.

Warranty Voids

Tampering with hardware or opening hardware casings automatically voids this warranty. The removal of warranty stickers also voids the warranty as it will be assumed the hardware has been tampered with.

Credit Card Processing and Merchant Services

POSGuys.com is not responsible for damage or losses due to credit card processing hardware or software. POSGuys.com will attempt to resolve compatibility and connectivity issues but offers no warranty in relation to credit card processing and merchant services.

Data Backup and Recovery

POSGuys.com is not responsible for lost data or damages due to improper backup and recovery practices.

Exclusions

POSGuys.com will help fix but is not responsible for damages or lost productivity resulting from hardware or software malfunctions, manufacturing defects or software bugs.

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