

TSItouch “Advanced Replacement” Next Business Day Exchange Program

Terms and Conditions

“You” and “Your” indicates the purchaser of this service contract. “We”, “Us”, and “Our” indicate TSItouch, LLC (TSItouch) the issuing manufacturer, the company obligated under this Advanced Replacement contract (AR). “AR Contract” indicates the terms and conditions, limitations, exceptions and exclusions included herein and your purchase receipt constitute the entire agreement.

General Program Provisions

This coverage allows you to receive an advance replacement product of the same make and model, if available, after your product has been deemed a defective unit by TSItouch. If the same make and model is unavailable, the defective unit will be replaced with a product of like kind and similar features. The replacement product will be sent to you for next business day delivery (Note: next business day service may not be available at all customer locations. Please check with your sales consultant if you have any concerns). If you call for service before 1pm Eastern Standard Time, the product will be shipped the same day; otherwise, it will be shipped the next business day. Shipping is only available during regular business hours, local time (8:00am-4:30pm), Monday through Friday and excludes holidays. You will be responsible for re-installing the replacement product. You will be responsible for un-installing the defective product. TSItouch will be responsible for the shipping costs of the replacement product to you and for the return shipping costs of the defective product to the designated location. You will use the replacement product shipping container to ship the defective product back to the designated location. A shipping label will be provided along with a phone number and contact to arrange the pick-up. Any advance replacement product received will be covered by the remaining length of the original AR warranty.

Term

The term of the AR contract coincides with the standard warranty length and must be purchased at the time the product is purchased. Once activated, the program is valid during the original product warranty term. Products purchased without an AR will be covered by TSItouch standard warranty.

Records

You may be asked to provide proof of purchase as a condition for receiving service under this program.

Coverage

- a) AR upgrades are intended for corporate and commercial use only and are not available for residential use or consumer products.

- b) AR is available to the original owner of the product and cannot be transferred except via authorized reseller.
- c) AR is valid for the product serial number that is activated.
- d) AR coverage coincides with the manufacture warranty. The registered product must have a failure covered under the manufacturers standard warranty for the AR to apply.
- e) Coverage is for TSItouch products only. Hardware, software, accessories, and other non TSItouch product(s) are not covered under this program. Customers are cautioned that product performance is affected by system configuration, software, the application, customer data, and operator control, among other factors. While TSItouch products are compatible with many systems, the specific functional implementation by the customers of the product may vary. Therefore, the suitability of a product for a specific purpose or application must be determined by the customer and is not warranted by TSItouch.
- f) AR contracts cannot be stocked by resellers. At time of purchase end user information must be disclosed.

Purchaser's Responsibilities

For the AR contract to remain valid, you must maintain your product in accordance with the conditions as outlined in the user's manual and limited warranty specifications. You must assure full cooperation with the TSItouch technical support agent and its authorized service provider(s), including accessibility of the covered product. If you request or obtain a non-covered repair, you will be responsible for all costs associated with the repair.

Registration

- a) A contract with serial numbers activated will act as confirmation of the program. Your TSItouch representative will be responsible for registering the display and touch screen(s) upon receipt of order. A confirmation will be sent within (5) business days.
- b) AR will not be activated unless order is received at time of display and touch screen purchase. Any orders received without AR purchased will be considered to have the standard warranty.

Non-Contiguous States Special Program Provisions

The replacement product will be sent to you by 3-5 business day delivery service. If you call for service before 1pm Eastern Standard Time, the product will be shipped the same day; otherwise, it will be shipped the next business day. Shipping is only available during regular business hours, local time (8:00am-4:30pm), Monday through Friday and excludes holidays. All other provisions remain the same.

Canada Special Program Provisions

The customer will be responsible for providing import broker information. The replacement product will be sent to you by 3-5 business day delivery service. If you call for service before 1pm Eastern Standard Time, the product will be shipped the same day; otherwise, it will be shipped the next business day. Shipping is only available during regular business hours, local time (8:00am-4:30pm), Monday through Friday and excludes holidays. All other provisions remain the same.

Other Country Special Program Provisions

The customer will be responsible for providing import broker information. The replacement product will be sent to a U.S. port of embarkation of your choosing by next business day service. If you call for service before 1pm Eastern Standard Time, the product will be shipped the same day; otherwise, it will be shipped the next business day. Shipping is only available during regular business hours, local time (8:00am-4:30pm), Monday through Friday and excludes holidays. The customer will be responsible for returning the defective product back to the same U.S. port for pick up by TSItouch. All other provisions remain the same.

