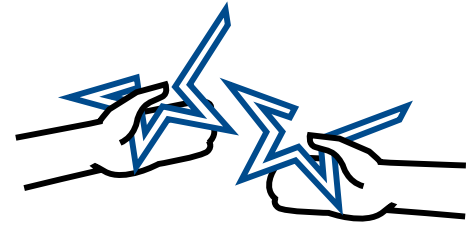




SWAP-A-STAR®

24-HOUR PRINTER REPLACEMENT FOR OPTIMUM BUSINESS PRODUCTIVITY



Star Micronics' SWAP-A-STAR® Service Agreement allows customers to extend the maintenance program beyond the limited warranty, at a low cost per printer.

The SWAP-A-STAR agreement is packed with benefits, including the added feature of receiving a replacement printer within 24 business hours of notifying Star of a printing problem.

Customers may simply register their printers online with the printer's serial number. The service agreement must be purchased within 30 days of purchase. The registered serial number is all the customer needs to call a technical support specialists to notify Star of the impending return.

Appreciating the pivotal role the POS printer has in businesses, a replacement printer will be shipped within 24 hours of a request. Star knows anything can happen in a printer's environment, so no questions asked, no troubleshooting - just call and request a replacement printer and one will be sent immediately. The replacement printer will be shipped with a pre-paid air bill for the impaired printer. Just simply pack the impaired printer in the pre-paid shipping box and send back to Star Micronics within 15 days of receiving the replacement. The replacement is yours to keep.

SWAP-A-STAR® Highlights

- "Lightning Fast" Star Replacement printer sent next business day after service request
- Replacement support available Monday-Friday from 9am-5pm (EST)
- Paid shipping for Warranted Printer
- Available in U.S. (excluding Hawaii, Puerto Rico, U.S. Virgin Islands and Alaska)
- Simple online Product Registration
- 2 year Agreement available for Portable Printers only
- 3 year Agreements available for purchase on the FVP-10, HSP7000, SP500, SP700, TSP100, TSP650II, TSP700II, TSP800II, TSP1000 and Kiosk Printers
- Service Specialists available Monday-Friday from 9am-5pm (EST)
- Must be Purchased within 30 days of Product Purchase

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www.starmicronics.com
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