

Mfr. Part#	Description
<b>15" M5 All-in-one</b>	
99-M5-W3SRED	3 year Advance Replacement, 1-2 days, Standard Warranty, US only.
99-STH-W45STD	Extended Standard Warranty, Years 4 and 5., Depot, US only.
99-STH-ONS13	3 year On-site service, 24-48hr response, US only.
<b>15" S-Line with integrated Epson printer</b>	
99-M5S1-W3SRED	3 year Advanced Replacement, 1-2 days, Standard Warranty, US only.
99-STH-W45SS1	Extended Standard Warranty, Years 4 and 5., Depot, US only.
99-STH-ONS13A	3 year On-site service, 24-48hr response, S-Line, US only.
<b>17" M7 All-in-one</b>	
99-M71-W3SRED	3 year Advanced Replacement, 1-2 days, Standard Warranty, US only.
99-STH-W45STD	Extended Standard Warranty, Years 4 and 5., Depot, US only.
99-STH-ONS13	3 year On-site service, 24-48hr response, US only.
<b>17" S-Line with integrated Epson printer</b>	
99-M7S1-W3SRED	3 year Advanced Replacement, 1-2 days, Standard Warranty, US only.
99-STH-W45SS1	Extended Standard Warranty, Years 4 and 5., Depot, US only.
99-STH-ONS13A	3 year On-site service, 24-48hr response, S-Line, US only.
<b>15" X5</b>	
99-X5-W3SRED	3 year Advance Replacement, 1-2 days, Standard Warranty, US only, X5 model.
99-STH-W45STD	Extended Standard Warranty, Years 4 and 5., Depot, US only.
99-STH-ONS13	3 year On-site service, 24-48hr response, US only.
<b>ST-EP4 Thermal Printer</b>	
99-EP4-W3SRED	3 year Advanced Replacement, 1-2 days, Standard Warranty, US only, ST-EP4 printer.

**Terms:**

1. Covers only mainland US customers.
2. Must be purchased at the same time the terminal is purchased.
3. Advance Replacement and On-site service cut-off time is 11am PST/ 2pm EST.
4. Standard Technical Support time is Monday to Friday (except Public Holiday), from 9am-6pm PST (12pm-9pm EST)
5. Standard depot service turn-around time is 5 to 7 business days.

## Procedure for Advanced Replacement Warranty (US Customers only)

Standard Warranty Terms (see Product Warranty Statement) apply.

This program **does not** cover:

- Damages caused by using the terminal outside of the product's operational and environmental specifications.
- Damages from natural or man-made disasters, e.g. flood, fire, lightning, theft, and water damage that would cause damages to internal and external components of the terminal.
- Damages due wear and tear, such as scratched or broken housing and touchglass.
- Damages resulting from third party's repair, or unauthorized repairs.

RMA notifications made to Pioneer POS Inc by **11:00am PST (2:00pm EST)** will be shipped the same day for delivery the following business day (excluding weekends and holidays).

### Procedure:

1. Reseller shall contact Pioneer POS Technical Support @ 909-468-9757 directly, during normal business hours of 9:00am to 6:00pm PST, for troubleshooting of the problem remotely. **Please note: Pioneer POS Technical Support will only deal directly with a Reseller and NOT the end-user.**
2. If Pioneer POS Technical Support is not able to solve the problem over the phone or email, then an RMA# will be issued to the Reseller.
3. A credit card authorization form must be completed and faxed back to Pioneer POS to initiate the Advance Replacement Program.
4. Once Pioneer POS receives completed credit card authorization form and is approved by Pioneer POS, the replacement unit will be sent to the address provided by Reseller. Pioneer POS will include a pre-paid return label for the defective unit.
5. Customer is responsible for properly packaging the defective product or part before returning to PioneerPOS. If product or part is returned without proper packaging and is damaged during transit, PioneerPOS reserves the right to charge Customer's credit card for material and repair costs, if repairable, or the MSRP of the replacement product or part.
6. Defective unit **MUST** be received by Pioneer POS within 15 days from the Ship Date of the advance replacement unit. If the defective unit is not received by Pioneer POS within 15 days, the Reseller's credit card will be charged for a Standard Reseller Price published by Pioneer POS or Pioneer POS authorized Distributor, and the original the defective unit will become the property of the Reseller.
7. Defective unit returned must include all of the appropriate accessories Any missing accessories will be charged on Reseller's credit card.
8. If PioneerPOS does not find any problems (No Defect Found) with the returned product or part, PioneerPOS reserves the right to charge Customer's credit card for the MSRP of the replacement product or part.
9. Advance replacement unit supplied to the Reseller will carry the duration of warranty from the original purchase date.
10. Customer agrees to retain the replacement product or part.
11. Customer agrees that the defective product or part received by PioneerPOS becomes the property of PioneerPOS.
12. This program is not applicable to purchases outside United States of America.

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