

Epson CoverPlus Return to Base for Business Systems (POS) & Label Printers

Australian Consumer Law Prescribed Statement

Our Products come with guarantees that cannot be excluded under the Australian Consumer Law ("ACL"). You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Products repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Terms & Conditions

Epson Australia offers Epson CoverPlus service on your product subject to the following conditions:

- a. Epson CoverPlus provides an additional period of service & support coverage including hardware failures and defects.
- b. Coverage period will be mentioned on the Epson CoverPlus certificate provided on purchase.
- c. Coverage includes parts & labour.
- d. Coverage provides dedicated unlimited technical phone & email support.
- e. Coverage provides guaranteed phone response within 8 business hours.
- f. Coverage includes priority call queue.
- g. Epson CoverPlus must be bought within first 12 months of purchase of main unit.
- h. In case of failure; at its discretion, Epson Australia will either repair or replace a Product.
- i. In the event that Epson chooses to replace a Product under this Epson CoverPlus, only the unexpired balance of the coverage period for the replaced Product will apply to the replacement Product.
- j. Epson CoverPlus is not transferable.
- k. Epson CoverPlus can only be used with a main unit sold by Epson Australia or by a Stockist.
- l. Epson CoverPlus is not available with Epson Quality Refurbished Products or Factory Seconds or Epson product accessories or consumables.
- m. Epson CoverPlus cannot be used in conjunction with or to extend the term of any third party extended warranty agreement, or service agreement.
- n. During a service request, customer will be required to pay the cost of delivering the Product to and collecting the Product from Epson Australia (or an Epson authorised Service Agent).
- o. Use of non-genuine Epson consumables may void the benefits of Epson CoverPlus service.
- p. Any consequential loss or damage claimed to arise from your use of the main unit is not covered under this service product. In particular (but without limitation) Epson Australia will not be liable for actual or expected revenue loss or for any corruption or loss of data claimed to arise from your use of the main product.

Epson CoverPlus Claim Process:

If you wish to utilize the services & support under Epson CoverPlus; you must do the following:

1. Call Epson Australia's Contact Centre on 1300 361 054 to notify them about your service requirement.
2. Return the Product, as far as possible in its original packaging, to an Authorised Service Agent, whose location will be advised by Epson Australia's Contact Centre; and
3. Provide a proof of purchase & a copy of Epson CoverPlus certificate to confirm your product is eligible for this service.

Customer will be required to pay the cost of delivering your Product to and collecting your Product from Epson Australia (or an Authorised Service Agent) for this service.

Epson CoverPlus Exclusions:

Coverage under Epson CoverPlus will not apply if any of the following occurs during the applicable period:

- a. A Product's serial number or any rating label is removed or changed in any way;
- b. A Product is serviced or repaired by anyone other than by an authorised Service Agent;
- c. You use a Product contrary to the technical or operating environment guidelines recommended in the Epson Australia user guide or manual;
- d. You fail to follow recommended maintenance procedures and/or intervals set out in the Product's user guide or manual.
- e. A component part of your Product reaches the end of its service life; or
- f. A Product's malfunction or failure to perform to Epson Australia's specifications results from:
 - i. Deliberate or accidental damage;
 - ii. Neglect or modification by or on behalf of an End User;
 - iii. Normal wear and tear;
 - iv. The use of incorrect voltage or a power surge; or
 - v. Your use of any non-genuine consumables, software, replacement parts, accessories or interfacing.

Non-Genuine Items

If you use non-Genuine Consumables, software, replacement parts or accessories in or with your Product during the relevant warranty period, you may damage the Product and may consequently invalidate this service coverage.

Company Details

Epson Australia Pty Ltd
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Phone +61 2 8899 3666

All Support Calls Phone: 1300 361 054

Website: www.epson.com.au

Technical Downloads: <http://tech.epson.com.au/>

For CoverPlus expiry dates, visit Registration History page on https://www.clubepson.com.au/register_product/index.asp