

Warranty Terms and Conditions Telequip Coin Dispensers

Telequip's Responsibilities

Telequip warrants that the Transact 2+ Coin Dispenser, if properly installed and used, will be free from manufacturing defects in original material and workmanship for a period of one (1) year from the date of original shipment by Telequip.

If the Transact 2+ Coin Dispenser fails to conform to the above express warranty, Telequip's sole and exclusive liability will be to repair the coin dispenser that fails during the applicable warranty period, provided that:

- You promptly notify Telequip (1-800-225-0580) that the Transact 2+ Dispenser is defective and provide a description of the deficiency.
- You return the Transact 2+ Coin Dispenser to Telequip's facility at your risk and expense.
- Telequip is satisfied that the claimed deficiency exists and was not caused by accident, misuse, neglect, alteration, improper installation, improper testing or repair. If the returned Transact 2+ Coin Dispenser is a defective, transportation charges for the return of the repaired unit to the customer will be borne by Telequip.
- **PLEASE NOTE: This warranty does not cover:**
 - Damage to equipment not properly connected to the product.
 - Cost incurred in the shipping of the product to Telequip's Repair Facility for warranty repair.
 - Damage or improper operation of unit caused by customer abuse, misuse, negligence, or failure to follow operation instructions provided with the product.
 - Ordinary adjustments to the product, which can be performed by customer as outlined in the user's manual.

THE EXTENT OF TELEQUIP CORPORATION'S LIABILITY UNDER THE LIMITED WARRANTY IS THE REPAIR OR REPLACEMENT PROVIDED ABOVE AND, IN NO EVENT, SHALL TELEQUIP CORPORATION BE LIABLE FOR ANY LOSS, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE USE OF THIS PRODUCT.

THIS WARRANTY IS NON-TRANSFERABLE AND APPLIES ONLY TO THE ORIGINAL PURCHASER AND DOES NOT EXTEND TO SUBSEQUENT OWNERS OF THE PRODUCT. ANY APPLICABLE IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED IN DURATION TO A PERIOD OF THE EXPRESSED WARRANTY AS PROVIDED HEREIN BEGINNING WITH THE DATE OF ORIGINAL PURCHASE AT RETAIL AND NO WARRANTIES, WHETHER EXPRESSED OR IMPLIED, SHALL APPLY TO THE PRODUCT THEREAFTER. TELEQUIP MAKES NO WARRANTY AS TO THE FITNESS OF THE PRODUCT FOR ANY PARTICULAR PURPOSE OR USE.

Services Included

Should service be necessary under this warranty, Telequip will repair the product, provided the manufacturing defect is verified along with the date of purchase:

- Repair service for one (1) year from the date of original purchase at no charge for labor or parts.
- Telequip will pay shipping for the return of the repair only. Customer is responsible for returning the unit to Telequip.

If Telequip is satisfied that the claimed deficiency exists, and your Transact 2+ Coin Dispenser is within the specified warranty period, Telequip's sole and exclusive liability is to repair it. Units repaired under warranty are returned to the customer at Telequip's expense. Abuse, neglect, alteration, improper installation, or improper testing and repair of the unit will void the warranty.

For Telequip coin dispensers that are out of warranty, repairs are completed at a flat charge, plus the cost of parts and shipping.

If warranty service requires replacement of the product or parts, Telequip will supply these on an exchange basis. Exchanged products and parts become the property of Telequip. The replacement product or parts may be new or refurbished to Telequip's standard of quality.

"Service" means the provision of the parts and labor necessary to repair the product for normal use, except as excluded below.

Services Limited

If customer authorizes the repair of excluded services, they agree to pay Telequip's standard rate to restore the product to working condition. Services excluded from this agreement are:

- On-site or in house repair of the product.
- Service made necessary by misuse, abuse, neglect, improper installation, or improper maintenance.
- Service made necessary by an external cause, such as fire, flood, lightning, theft, or problems arising from hardware not supplied by Telequip.
- Service on product of which the serial number has been defaced or removed.

If the claimed defect or deficiency cannot be identified or reproduced at the service location, customer agrees to pay Telequip's standard rate.

Factory Service

How to Obtain Service

Your Transact 2+ Coin Dispenser is a rugged and reliable piece of equipment that was designed to provide years of trouble-free operation. In the event your Transact 2+ requires service, however, please contact Telequip Corporation to receive a Return Material Authorization (RMA) number. Please call us toll-free during our normal business hours (Monday through Friday, 8:30 a.m. – 5:00 p.m., Eastern Time), at 1-800-225-0580.

When you call, please have the following information ready:

- The coin dispenser's serial number, which is printed on a silver label located on the bottom of the unit.
- The type Point of Sale (POS) device or teller system used with the unit.
- A description of the problem.

Packing the Coin Dispenser for Shipping

Before packing the coin dispenser, remove the coin cup, keys and the canister. Pack the coin dispenser, canister, and communications cable in a sturdy container, with sufficient packing material to prevent them from being damaged.

Technical Support

To obtain technical support, you can contact Telequip by telephone, fax or e-mail. In the USA, the telephones are staffed from 8:30 a.m. – 5:00 p.m. Eastern Time, Monday through Friday. Please call toll-free at 1-800-225-0580. Fax your questions to us at 603-685-6997 or send e-mail to info@telequipcorp.com. Our technical support team will get the information you need as quickly as possible.

Eligibility

Customer must purchase extended warranty(s) before the expiration of the standard warranty period. Telequip reserves the right to an inspection of the product at the customer's expense prior to the acceptance of this agreement to verify that the product is in working order.