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**V3.05**

**EzyPOS**

# Warranty Shipping & Returns

We - Us - Exset Holdings Pty Ltd trading as EzyPOS and You - Customer

## Warranty Policy

Warranty covers all hardware manufacturer's faults. The period of warranty is stated on the invoice and starts from date of the invoice. Length of the warranty period reflects the manufacturer's warranty. A DOA (Dead on Arrival) is categorised as a faulty product and the period for each product will vary based on manufacturer policies and commonly 7 days.

Any problem that is caused by abuse, misuse or an act of nature (such as a flood, water damage) are not covered by the warranty. Also, consequential and incidental damages are not recoverable under this warranty.

Any data loss, change of menus, losses you may incur due to equipment failure is not covered by any warranty and we are not liable for any damages or losses.

It's your responsibility to backup the Database.

I agree I have received sufficient training to operate the POS system.

I agree I have understood the database backup process.

Warranty is for Hardware Products only. Items return for Warranty must be accompanied by its original Tax Invoice from us. Consumable parts are not covered by Warranty. Eg : Battery, Optical Drive, Printer Heads, Etc.

Under the warranty, we will return the product to the manufacturer for repair. This may take couple of weeks. In most cases items will be repaired in house and returned to make the process much faster. Or will be replaced like to like.

Freight and Insurance of shipping goods to us are at customer's expense and returned at customer's risk. The warranty repaired/replaced goods will be returned to the customer, freight prepaid by the customer.

A product inspection fee (inc GST) will apply if devices returned for warranty are tested and no fault found. A product quote fee will be charged for items quoted and repair work not proceeded with us.

Operating System (OS) failure or Damage to EzyPOS Software is not covered by Warranty.

## Returns Policy

You may return most new, unopened items within 14 days of invoice for a full refund. Customer to pay for return shipping. We'll pay the return shipping costs if the return is a result of our error (you received an incorrect or defective DOA item, etc.).

You should expect to receive your refund within four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time to receive your return (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).

POS Systems: In the event of a return of a POS System after installation, a delivery installation & training fee of \$490 plus a restocking fee of 10% will be charged, for returns within 14 days of delivery due to change of mind or dislike or incompatible software. We will recover any other costs such as network cabling at \$150 per point, menu and database setup charge of \$250 per pos system menu (capped).

Equipment must be in its original condition and original packaging. Simply, the returning good must be in acceptable condition for resell.

Customers are given every opportunity to inspect the equipment and software in Showroom and/or Onsite Demos before purchase to avoid this situation.

No returns will be accepted after 14 days of delivery. No Exceptions.

## Shipping

We can ship to virtually any address in mainland Australia for a flat shipping rate of \$9.90. We do post to international destination on request. Note that there are restrictions on some products, and some products cannot be shipped to international destinations.

When you place an order, we will estimate shipping and delivery dates for you based on the availability of your items and the shipping options you choose. Depending on the shipping provider you choose, shipping date estimates may appear on the shipping quotes page.

Please also note that the shipping rates for many items we sell are weight-based. The weight of any such item can be found on its detail page. To reflect the policies of the shipping companies we use, all weights will be rounded up to the next Kg.

# Emergency & Support Service

We have range of POS Terminals, Receipt Printers, Barcode Scanners, Backup Systems to troubleshoot your POS and find a fast solution, Just a phone call away!



# 03 9005 2010

## Helpdesk

EzyPOS support team operate the helpdesk from 9am – 9pm, from Monday to Friday (excluding Public Holidays). EzyPOS provide helpdesk services via remote desktop and over the phone.

Remote helpdesk and phone support is FREE for EzyPOS customers for 90 days from the date of purchase.

\$49 per hour/1 hour minimum after 90 days from the date of purchase, during the warranty period per ticket/issue valid for 30 days.

\$79 per hour/1 hour minimum after the warranty period per ticket/issue valid for 30 days.

## Onsite Service

Onsite service is available for customers in Melbourne from 9am – 5pm, from Monday to Friday (excluding Public Holidays). Turnaround time is generally under 48hrs.

\$149 callout fee and \$79 per hour thereafter/1 hour minimum.

## After Hours (24/7)

After hours, Weekend & Public Holiday Emergency support is available 24/7.

Helpdesk support - \$129 per hour/1 hour minimum.

Onsite service\* - \$199 callout fee and \$129 per hour/1 hour minimum.

Warranty terms and conditions apply for EzyPOS customers. Standard onsite service fee charged for all customers for non warranty issues.

\* Limited to 24/7 Technical Staff availability.

# Service Level Agreement (SLA)

We offer a \$49/month (PrePaid Annualy), support plan coves 5 onsite visits with 48hr response & 24/7 helpdesk support per annum.

You can utilise this suport plan for onsite warranty replacement delivery & relocation of POS systems.

This support plan is mainly for customer who purchase complete POS Systems from us.