

# Terms and Conditions of Extended Warranty

This is a legal contract. By purchasing it, buyer understands that it is such a contract and acknowledges that buyer had the opportunity to read the terms and conditions set forth herein.

**Service and Coverage:** To arrange service on applicable thermal label printers, call (877)237-2001 during Century Systems' normal business hours, holidays excluded. Included in this call will be fault diagnosis to clarify the problem prior to shipment of the printer. Repairs or replacements will be performed as reasonably determined by Century Systems, Inc. by a Century Systems service center or authorized third party servicer.

- Coverage under this plan expires two years from the original printer purchase date as stated upon the invoice for the printer.
- This Plan is fulfilled when a product is replaced after the expiration of the manufacturer's warranty.
- This Plan is inclusive of the manufacturer's warranty; it does not replace the manufacturer's warranty, but provides certain additional benefits during the term of the manufacturer's warranty. After the manufacturer's warranty expires, this Plan continues to provide manufacturer's benefits as well as certain additional benefits listed with the Plan's terms and conditions.
- In some cases, buyer may be required to ship printer(s) to Century Systems, Inc. or to an authorized third party servicer for repair at buyer's cost. In all cases, user may be required to assist help desk in diagnosis.
- As reasonably determined by Century Systems, Inc., printers, including those within the original manufacturer's warranty period, may be replaced with a new or rebuilt comparable products, or as reasonably determined by Century Systems, Inc., buyer may receive a reimbursement including, but not limited to a check, credit, or other similar voucher in an amount equal to the purchase price of the original buyer FROM CENTURY SYSTEMS, INC. at Century's discretion.
- Replacement parts may be new, refurbished, rebuilt, or non-original manufacturer's parts that perform to the factory specifications at Century Systems' discretion.
- This Plan covers manufacturer's defects in materials and workmanship that are the result of normal usage.
- This Plan does not cover damage to printers due to power surges or other power conditioning issues.
- This plan covers parts (except wear items such as print heads and platen rollers, knobs, buttons, belts, etc.), re-packaging costs at Century Systems' facility (or that of third party servicers), service labor charges, shop fees, disposal fees, ground freight from Century Systems, Inc (or third party servicer) to end users located in the continental United States, help desk fees, troubleshooting and diagnostic fees.
- This Plan does not cover user abuse, force majeure, damage caused by improper packaging of items, items damaged in shipment, war, damage caused by accidental damage, intentional physical damage, external condensation/humidity, fire, flood, viruses, loss or damage of data, spilled liquids, infestations by insects or rodents, misuse, abuse, altered or missing serial numbers, rust or damage caused by non-authorized repair personnel, cosmetic damage, and problems due to improper and/or non-factory authorized installation or repairs.
- This Plan excludes products that are not listed on this Plan, including products attached to the covered product.
- This Plan does not cover consequential or incidental damages, including, but not limited to loss of use, loss of business, loss of profits, loss of data, downtime, and charges for time and effort.
- This Plan does not cover failures that occurred prior to the purchase of this Plan.
- This Plan does not cover computer software, or computer software related failures.
- This Plan does not cover any failures, or parts and/or labor costs incurred as a result of a manufacturer's recall.

**Limit of Liability:** For any single claim, as reasonably determined by Century Systems, Inc., the limit of liability under this Plan is the lesser of the cost of (1) authorized repairs, (2) replacement with a product with similar features, (3) reimbursement for authorized repairs or replacement or (4) the price paid TO CENTURY SYSTEMS, INC. by the original buyer; in the event that the total of all authorized repairs exceeds the purchase price paid by the original buyer to CENTURY SYSTEMS, INC., or if the product is replaced, all obligations under this Plan shall have been completely satisfied.

**Availability of Service:** While Century Systems tries to complete service as quickly as possible, Century Systems, Inc. is not responsible for delays caused by factor beyond Century Systems' control, including but not limited to manufacturer's delays, product availability, parts availability, or Acts of God.

**Manufacturers Responsibilities:** Products, accessories, and services covered during the manufacturer's warranty period are the responsibility of the manufacturer.

**User's Responsibilities:** User of the equipment is responsible to provide documentation required by the manufacturer to facilitate valid claims by Century Systems, Inc. under manufacturer's warranty to Century Systems, Inc.

**Renewable:** Some Plans are renewable at the expiration of this Plan. Renewal terms and conditions may vary from this Plan.

**Transferable:** This Plan is transferable from another owner for the product identified by the serial number on this validated Plan. There are no restrictions provided the Plan is valid. There are no charges to transfer this Plan.

**Cancellation:** This Plan shall be cancelled by Century Systems, Inc. for fraud or material misrepresentation, including but not limited to rental use. Unauthorized repair of covered equipment shall result in the cancellation of the Plan. No cancellation fee applies to this plan.