



## **Extended Support** Factory Depot Service

**Extended Support** service is for customers who desire to have their equipment covered by a support agreement for an extended period of time. Available only for equipment that is currently covered by new equipment warranty or another Maverick "Extended Support Agreement". This is an insurance program to protect against equipment failure.

### **Benefits:**

#### Includes "tune up" every 12 months when requested at No Charge.

- Includes one "tune up" every 12 months. Your machine will be repaired and returned to factory specifications. All worn operating parts will be replaced at no charge.

#### Includes all parts and labor when a catastrophic failure occurs.

- If your equipment needs repair, all you need to do is send it to us and we will cover the cost of all parts and labor.
- Your machine will be repaired and returned to factory specifications. All damaged operating parts will be replaced.

#### Includes remote phone installation and software support

- Your requests are prioritized to the top of the list.
- Includes support when you first install your equipment and help of you need operating assistance.
- Includes support for all updates of Maverick firmware and factory application software.
- Includes setup of basic "field" formatting and assistance when you need help modifying formatting.

#### Includes direct entry into the on-line Maverick RMA database

- During the repair or maintenance of your equipment, you will be able to check on your equipment status by simply logging into your account.

Annual Pricing for Extended Support is typically less than about \$1 per day.

- Call us and request a quote for your specific model.



## General Limitations

Available only for equipment that is currently covered by new equipment warranty or another Maverick factory depot Extended Support Agreement. Support may not lapse between Support Agreements.

Equipment must be covered by an "Extended Support" agreement prior to a breakdown occurring. You may not call and cover the equipment at the time of a failure.

Maverick shall not be responsible for the repair of equipment that has been subjected to a catastrophic event (run over by a car), dropped, neglect, or significant misuse. Cosmetic damage is not covered unless it affects the operation of the unit. Shipping damage is not covered. Does not include supplies or lost accessories such as ribbons and exterior cables. Does not cover the cost of support calls, parts or labor from any other repair source than Mavericks Factory Depot Repair center located at 1500 Industry Street, Suite 200, Everett, WA 98203.

Equipment is only covered by this Agreement when identified by the equipment serial number in a properly Executed Support Agreement. The Agreement is not transferrable from one serial number to another serial number. Each piece of equipment must be covered by its own service contract. A machine with an external power supply is considered a system and shall be covered as single piece of equipment. Each item in the system must be serialized and registered to an agreement to be covered by the Agreement.

Programming support does not include custom programming

Only one "tune up" per 12-month period. Tune-ups do not roll over from year to year if not used in a 12-month period.

Return freight for an annual "tune up" will be ground freight. Extra time should be scheduled for holidays, factory closures, and bad weather. This level of service is intended for normal maintenance and to insure against failure. Customer is responsible for freight and insurance against loss and damage while in transit.

The plan may only be sold or transferred between an Authorized Maverick Distributor and End User or from End User to new corporate ownership. It may be purchased by "central operations" and distributed to a "branch" location. If the product is sold, auctioned, or redistributed in any way in which ownership is transferred, this Service Agreement is void.

**See Extended Support Contract for a full list of Limitations.**