



Extended Support Services

You may acquire Extended Support Services ("Extended Support") for the Product pursuant to the terms and conditions listed herein. If you would like to purchase Extended Support, please contact Maverick's sales department at 1-800-426-8048 or 1-425-355-7474, for a quote (Support Fees) and to determine if Extended Support is available to you at the time of equipment purchase or anytime thereafter. By signing this Extended Support Agreement, you acknowledge your acceptance of the terms and conditions as stated below.

Extended Support includes:

This Extended Support Agreement provides support and repair for a period of twelve (12) months from the "Date this service will be in effect" (hereinafter the effective date) listed hereunder. This effective date may or may not be the date of the Agreement or the date of payment as the effective date of service may be some months after the purchase of this Extended Support Agreement.

Hardware Warranty

If the Customer or Maverick Support determines this equipment requires service, all repair costs will be at No Charge to the Customer. The Customer shall be responsible for the cost of freight, insurance, and for making arrangements for transportation to and from the Factory. If the customer wants Maverick to make the arrangements (prepay and bill), then Maverick has a right to request a Credit Card for freight charges.

Software Upgrades

This Extended Support service provides free software upgrades released for one (1) year from the effective date of Extended Support. Notice of any Upgrades will be proactively sent to you within four (4) weeks of the Upgrade release date. Updates are always available for free download via our Web site.

Technical Support

Includes telephone, Email, or facsimile technical support within one (1) year from the effective date of purchase of Extended Support. Telephone support is available 7:00 a.m. to 4:00 p.m. (Pacific Standard Time) Monday through Friday; excluding Maverick recognized holidays and Factory closures.

Access to Customer Service Web Site

Maverick will provide access to our Customer Services Web Site at www.mav.com to access useful product specific technical information.

Out-of-Agreement Repair: If your Product is out of warranty and requires service, you can call Maverick's Technical Support for a price quote for repair of your defective device. Maverick warrants the incident repair for a period of thirty (30) days.

Per-Incident Technical Support: If you require additional technical support assistance after the expiration of this Agreement, Maverick's Support department will provide such assistance for a fee.

Pay Per Incident (PPI) service is delivered on an incident basis, which is a single support issue. Please call Maverick's Sales Department at 1-800-426-8048 for the current price of PPI. Maverick will use reasonable commercial efforts to provide support services in a professional manner but does not guarantee that every question or problem will be resolved without question.



Limitations

Available only for equipment that is currently covered by new equipment warranty or another Maverick "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.

The undersigned agrees to the terms and conditions of this Extended Support Agreement for the equipment described herein.

Product Model: _____
Product Serial Number: _____
Power supply serial number: _____
Other Serial number: _____
Date this service will be in effect: _____

Authorized Signature

Title

Company name