



Maverick's Factory Depot Extended Warranty is an insurance program purchased after the original factory warranty has expired. To be covered by this policy, the Customer must purchase an Extended Factory Warranty policy and register the product by serial number.

For questions, please contact Maverick at Sales@mav.com or [425-355-7474](tel:425-355-7474).

New Product Factory Warranty vs. Factory Depot Extended Warranty:

- **A New product factory warranty** comes with a new Product as part of its original purchase price.
- The Factory Depot Extended Warranty is an optional purchase which covers repairs after the new product factory warranty expires and is a product service contract.
- **Coverage:** Both the New Product and Extended Warranties include bumper-to-bumper electronic, software, and powertrain warranties.
- **Duration:** New Product Warranty covers the product for a period of 90 calendar days. Extended Warranty cover the product for a period of 360 calendar days.
- **Validity:** New Product Warranty is generally transferable to new owners if sold within the 90-day timeframe. Extended Warranty is generally only transferable to other entities under the same corporate umbrella within the 360-day timeframe.
- **Exclusions:** New Product Warranty: Items not covered - Regular maintenance, wear items, consumables, and damage from loss, misuse or accidents are not covered. Extended Warranty: Covered - Regular maintenance, wear items, bumper to bumper service. Items not covered – loss of items, consumables, and damage from misuse or accidents.
- **Service:** New Product Warranty: When purchased from a Dealer, repairs and routine maintenance must be done by the selling Maverick Dealer to keep the New Product Warranty valid. Extended Warranty: Repairs must be done by the Maverick Factory Depot to keep the Extended Warranty valid.



Extended Warranty Depot Support includes:

Maverick's Extended Warranty provides for Factory Depot support/repair of a period of not less than twelve (12) months from the date of agreement. Extended Warranty is only available for models currently in production and no more than 3 years after product discontinuation.

- **Hardware Warranty**

The Extended Warranty entitles the holder to have the repair of all hardware/labor/software systems required to return the unit back factory specifications. The Customer is responsible for the cost of freight, shipping insurance, and for the return of the device to the Factory Depot Service Center.

- **Software Programming and Upgrades**

Extended Support provides free Programming changes and free software upgrades during the Extended Warranty period.

- **Technical Support**

First in line telephone/email technical support while covered by the Extended Warranty. Telephone support is available 8:00 a.m. to 3:30 p.m. (Pacific Standard Time) Monday through Friday; excluding Maverick recognized holidays and Factory closures.

Extended Warranty Agreement Limitations:

1. Available only for equipment that is currently covered by new equipment warranty or another Maverick " Extended Warranty Agreement. Support may not lapse between Support Agreements.
2. Equipment must be covered by an " Extended Warranty Agreement prior to a breakdown occurring. You may not call and cover the equipment at the time of a failure.
3. The " Extended Warranty Agreement shall NOT apply for the repair or replacement of equipment that has been subjected to a catastrophic event (run over by a car), dropped, neglect, significant misuse, or lost. Cosmetic damage is not covered under the Extended Warranty Agreement 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 your local support calls, parts or labor from any other repair source than **Maverick Factory Depot Service Center located at: 11512 Airport Rd, Suite 1, Everett, WA 98204.**
4. For Equipment to be properly covered, it must be identified by the equipment serial number and already be insured by a properly executed Maverick Factory Depot Support Agreement (below). 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.



- 5. Programming support does not include “custom” application programming.
- 6. One "tune up" per 12-month period. Tune-ups do not roll over from year to year if not used within a 12-month period and they do not accumulate. Return freight for an annual “tune up” will be ground freight.
- 7. Extra time should be scheduled for holidays, factory closures, and bad weather. Customer is responsible for freight and insurance against loss and damage while in transit.
- 8. This plan may not be sold but can be transferred from “central operations” to a branch location or branch to another branch under the same corporate name. It shall be limited to the remaining months of coverage from the effective Date hereinunder. If the product not used for any period of time, the effective period will remain unchanged and this agreement will expire one-year after the date of this agreement.

The undersigned agrees to the terms and conditions of this Extended Warranty 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: _____

Printed Name: _____ Printed Name: _____

Representative Signature: _____ Customer Signature: _____

Company Name: _____ Company Name: _____