

Terms & Conditions

- A. **EPSON'S Responsibilities:** During the term of this agreement, Epson America, Inc., ("Epson") or its designee will provide priority telephone technical support and the other service described in these Terms and Conditions (the "Service") for each large format ink jet printer for which you have purchased this extended service coverage (referred to as the "Printer" or the "Product" in this document). Epson is financially and legally obligated for performing Service under this Agreement.
- B. **Fee:** The fee for the Preferred Plus Support Plan is payable in full before the Preferred Plus Support Plan will be activated and is non-refundable. The fee for any renewal term shall be paid prior to expiration of the current term. Customer is responsible for any taxes arising for the services provided under this Agreement.
- C. **Eligibility:** In most cases, Customer must purchase the Preferred Plus Support Plan while the printer is covered under the standard warranty to be eligible for enrollment. See your documentation for the Epson Preferred Limited Warranty Plan for exceptions. Customer must be prepared to submit proof of original purchase when purchasing the Preferred Plus Support Plan.
- D. **How To Obtain Services:** Customer may obtain Service by following these procedures:
1. Once the Preferred Plus Support Plan is activated, please contact Epson when the Product requires repair, by using the same toll-free number identified in the Epson Preferred Warranty booklet included with the Product at the time of purchase, and entering the Unit ID number. The toll-free number will be answered between the hours of 6:00 AM and 6:00 PM Pacific time, Monday through Friday. Support hours are subject to change without notice.
 2. Customer must provide Epson with the model and serial number of the Product, the address where the defective Product is located, and a description of the problem. An Epson service technician will provide telephone diagnostic service to determine whether the Product requires hardware repair. If repair is required, Service will be provided during the term of the Preferred Plus Support Plan according to the terms and conditions of the limited warranty program included with the Product at the time of purchase. Please refer to the Limited Warranty statement for details. If Service cannot be provided on the Product for any reason during the term of this Agreement and Epson no longer sells the same model, Epson will replace the Product with model of equal or superior value.
- E. **Services Limited:**
1. Service described in this Agreement is a supplement to the Limited Warranty provided with the Product at the time of sale. This Agreement does not modify the terms and conditions of that limited warranty. No other kinds of services are included.
 2. Agreement excludes those services listed below. Customer agrees to be billed at Epson's standard rates if excluded services are necessary to restore Product to working condition and to pay such charges upon receipt of invoice.

Services excluded from this Agreement are:

- a. Service related to periodic maintenance, such as maintenance of the Printer's cleaning unit. The need for this service is indicated on the Printer's front control panel as either "MAINTENANCE REQ. 0040" or "SERVICE REQ. 0001002D." Please note that the need for periodic maintenance may arise prematurely if you are using unsuitable or non-Epson inks, ink delivery systems, ink cartridges, or media in the Printer.
- b. Any damage caused by using non-Epson inks or ink cartridges, or any ink delivery system other than the system built onto the printer (for example, any bulk ink system).
- c. Any damage caused by third-party media, software, applications, parts, components or peripheral devices added to the product after its shipment from Epson, (for example, dealer or user-added boards, components, or cables).
- d. Any damage caused by misuse, abuse, improper installation, neglect, failure to maintain, improper packing or shipping, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Epson products.
- e. Any damage from service performed by other than an Epson Authorized Servicer.
- f. Service when the printer is used outside the U.S. and Canada.
- g. Service where the printer label, logo, rating label, or serial number has been removed.
- h. Any damage to used, refurbished, or reconditioned products.

- i. Any color change or fading of prints, or reimbursement of materials or services required for reprinting.
- j. Any damage caused by using improper packaging materials or improper packaging and shipping.

This extended service contract is not transferable. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

F. Term, Renewal, No Refunds:

- 1. The term of this Agreement shall begin on the expiration date of the Limited Warranty included with the Product and expire on the one-year or two-year anniversary date, depending on the length of coverage purchased.
- 2. If you purchased the two-year Preferred Plus Service Plan, it is not renewable. If you purchased the one-year plan, it is renewable at Epson's discretion. For renewal conditions, see your documentation for the Epson Preferred Limited Warranty Plan or contact Epson.
- 3. Customer will not receive a refund in the event of the Product being returned, sold, lost, stolen, or destroyed.

G. Warranty Disclaimer: EPSON MAKES NO WARRANTIES, EXPRESS OR IMPLIED, RELATING TO THE PREFERRED PLUS SUPPORT PLAN SERVICES PROVIDED IN THIS AGREEMENT AND SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.