

**M-S Cash Drawer
Warranty Policies and Procedures**

WARRANTY

M-S Cash Drawer Corporation's cash drawers have a warranty against manufacturing defects for a period of two (2) years. Any modifications not performed by M-S technicians will void the warranty on the whole cash drawer. M-S will make available certain major component parts and assemblies to use for in house repairs during the warranty period.

M-S RETURN POLICY

- 1) Call M-S for a return materials Authorization Number: (RMA #)
- 2) If you choose to ship in defective merchandise you must have an RMA number clearly displayed on the shipping label of all returned products.
- 3) Put a copy of the packing slip and a detailed problem description or reason for returning the product in or on the package.
- 4) Product must have an RMA # to be received.
- 5) Any shortage or overage must be reported within 5 working days of receipt of product.
- 6) Returned goods must be shipped freight prepaid. In all cases returned merchandise must be packed in original cartons with all manuals, cables and accessories. This specifically applies to products sold under evaluation terms. Any materials, accessories, etc. that are not returned, M-S will assess a charge of at least 15% of the purchase price for the missing or damaged items.

RMA RESTRICTIONS

- RMA's WILL NOT be issued for items with apparent failure due to software incompatibilities.
- RMA's WILL NOT be issued for reasons not covered by M-S warranty conditions.
- ANY UNCLAIMED RMA WILL EXPIRE AFTER 45 DAYS OF THE RMA DATE

CROSS SHIPMENT

IN EMERGENCY SITUATIONS it may be necessary to provide a replacement part to our customer before M-S receives the defective merchandise. In these cases the cross shipment must be pre-approved by both M-S Cash Drawer's Technical Support and Accounting Departments. If the customer's account is in good standing the replacement equipment will be provided on a cross shipment invoice and RMA.

The customer may either Will Call the replacement part(s) or M-S will ship the product to the customer freight collect. When the customer returns the defective merchandise to M-S, the cross shipment will be credited and the RMA completed. Defective merchandise MUST be received at M-S Cash Drawer's location within fifteen (15) business days or the customer's account will be billed for the merchandise.

REFUNDS

Refunds may be issued for items returned to M-S within 15 business days of the invoice date provided that the items are in unused/unopened condition, and the original packing materials are in UNUSED/UNOPENED condition. Labor, shipping and handling charges are not refundable. Items not conforming to the above RMA Restrictions will not be refunded and will be returned to the customer. Your account must be current with no past due balances in order to receive a refund.

CREDITS

Credits may be issued on items returned within 30 days from the invoice date provided that the items are in UNUSED/UNOPENED condition. Labor, shipping and handling charges can not be credited. Items not conforming to the above RMA Restrictions will not be refunded and will be returned to the customer. Your account must be current with no past due balances in order to receive a credit.

DEFECTIVE MERCHANDISE

When a product becomes defective within the warranty period, we will assist in arranging for a repair or we will replace the product with new or refurbished product of the same type or equivalent at our discretion. Replacement parts will be warranted from the date of the original invoice or 30 days from the RMA date, whichever is greater. Some merchandise must be serviced at manufacturer authorized service centers, in such cases there are two options:

- 1) The merchandise may be returned directly to the manufacturer or their authorized service center.
- 2) The merchandise may be returned to M-S who will deal with the manufacturer and will return the product as soon as the manufacturer returns it to M-S. M-S will charge the freight cost plus any other charges from the manufacturer for this service.

CUSTOM PRODUCTS

Specification cash drawers which have been modified to customer specs are not re-stockable.

LIMITATIONS ON LIABILITY

M-S disclaims all liability for and customer specifically waves all rights to, any special, incidental or consequential damages, including damages to property or any damages resulting from the loss of data, profit or goodwill, which customers may suffer directly or indirectly as a result of any breach of any warranty, representation or covenant by M-S, the manufacturer, or M-S suppliers. M-S is not responsible for the integrity of data storage (hard disk drives, tape drivers, floppy diskettes, etc.). The contents of this document supersede all other previously published documents by M-S, and M-S policies are subject to change without prior notice.

TECHNICAL SUPPORT

M-S has made a firm commitment to our customers to provide unparalleled service and support. Our highly specialized support team is standing by to help resolve your technical problems. The technical Support Department can be reached by calling (626) 792-2111 during regular business hours (9:00 am to 5:00 pm PT).

FINAL SALE

ALL SALES ARE FINAL AFTER 30 DAYS OF RECEIPT OF GOODS AT THE ORIGINAL RECEIVING LOCATION AS INDICATED ON THE ORIGINAL M-S CASH DRAWER INVOICE. THE CUSTOMER BEARS THE RESPONSIBILITY OF PROOF OF RECEIPT.

IMPORTANT

This merchandise was carefully packed at our factory. Upon acceptance by the carrier he assumes responsibility for its safe arrival. When equipment is received at the delivery location a damaged condition, apparent or concealed, a claim for damage must be made upon the carrier by the recipient.

CONCEALED DAMAGE

- When damage is not apparent until the merchandise is unpacked a claim for concealed damage must be made with the carrier by the recipient. When damage is discovered, the recipient must make a written or phone request to the carrier for inspection.
- Keep all cartons and fillers. You must make this request for inspection within fifteen days of the delivery. The carrier will furnish you with any inspection report and necessary forms for filing a concealed damage claim since such damage is the carrier's responsibility.
- Different carriers may have different policies and procedures regarding the amount of time a recipient has to file a claim for concealed damage so you are encouraged to inspect each delivery in a timely manner. M-S is not responsible for whether a carrier is able to honor a claim.
- M-S Cash Drawer cannot replace merchandise or honor claims for non-functioning units after 30 days of receipt of goods at the original receiving location as indicated on the original M-S Cash Drawer invoice.
- Also, damage to the outer casing of the cash drawer is possible by rough handling by the carrier that leaves virtually no marks on the carton box. Therefore, please check your order thoroughly upon receipt to avoid the undue expense of expedited overnight shipping of replacements to a customer's installation site!

APPARENT LOSS OR DAMAGE

Should visual inspection upon receipt show loss or damage, it must be noted on the freight bill or express receipt and signed by the carrier's agent. Failure to do this will result in the carrier refusing to honor the claim. The carrier will furnish the recipient with the necessary form for filing a claim.