



NATIONAL  
RETAIL  
SOLUTIONS



6.15.22

## EXTENDED REPLACEMENTS WARRANTY

- **Customer pays just 25% deductible for replacement POS parts and components**

Twelve months after the date of purchase of a POS system, **the standard warranty is no longer valid** for repair or replacement of POS parts and components.

Up to 13 months from the date of purchase, customers whose MRC Payments are in good standing are eligible to purchase our optional **Extended Replacements Warranty** coverage for one year. This plan can be applied for a maximum of 24 months (2 years).

The **Extended Replacements Warranty** covers theft (with police report provided), defects in materials and workmanship as well as damage or malfunction caused by normal wear and tear only. It does not cover damages or defects caused by merchant or third parties (including scratches, breakage, water or other damage). The plan covers only the POS components listed below. It does not cover the UPS battery. **The maximum redemption of a covered POS component is one replacement per 12 month period. Customer pays 25% deductible on each item replaced.** NRS reserves the right to determine if the POS unit and component(s) are eligible for replacement. Replacements may be refurbished. Replacement under the plan does **not** include installation.

Under plan terms, customer has the option for a replacement POS for 25% of the retail cost (+ tax + shipping). Individual components can be purchased separately. **Extended Warranty POS' and components will be shipped with 2-day delivery, excluding Saturday and Sunday.**

## POS PARTS AND COMPONENTS INCLUDED IN THE EXTENDED WARRANTY ARE:



- DUAL-SCREEN POS
- THERMAL RECEIPT PRINTER
- BARCODE SCANNER
- METAL CASH DRAWER
- IP USB KITCHEN PRINTER
- ID LICENSE SCANNER

**NOTE: UPS BATTERY BACKUP  
NOT INCLUDED IN PLAN**

Replacement parts provided by NRS under the extended warranty plan may be refurbished and/or comparable model parts. Applicable taxes and shipping are additional. **\*Plan does NOT cover any UPS batteries.**

Extended Warranty program eligibility is conditioned upon payment of MRC. If a customer is in default of MRC payment, the plan is invalid. If a customer who was in default restores their MRC payments, the extended warranty plan will then again apply.

For customers who were given a free POS unit and are now signing a new MRC contract, the standard 12-month warranty will commence on the date of the newly signed agreement. Those customers will have the option to purchase the extended warranty plan up until 13 months from the commencement of the newly signed agreement.

If a customer's POS is beyond the 12-month standard warranty and the customer has declined to purchase the **extended warranty**, replacement parts can be purchased.

For replacement requests under this program, the covered incident must occur and be reported no earlier than the date of purchase of the extended warranty and no later than 12 months from the date of purchase of the plan.

If a customer wishes to purchase the **Extended Warranty** or file a claim to purchase replacement parts and components, they can do so by calling **833-289-2767**.

**NOTE: The Extended Warranty becomes active ten days after the date of signup, at which time customers are eligible to purchase replacement POS and components at 75% off.**