



[nrsplus.com/warranty](https://nrsplus.com/warranty)

## POS Extended Replacement Warranty – FAQs

### 1. What is the NRS POS Extended Replacement Warranty?

The NRS POS Extended Replacement Warranty is an optional protection plan offered by NRS, that provides replacement coverage for eligible POS hardware after the manufacturer's standard warranty expires.

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### 2. Who is eligible to purchase this Warranty?

Any NRS customer who has purchased an eligible NRS POS terminal or POS bundle.

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### 3. When can I purchase the Warranty?

You can purchase the Warranty (one-time full payment) at the time of your initial POS or POS Bundle purchase, or within **six (6) months** of that initial purchase.

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### 4. When does the Warranty coverage begin?

Coverage begins **after the POS manufacturer's standard warranty expires**, not on the date you purchase the Extended Replacement Warranty.

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### 5. How long does the Warranty last?

Customers may choose a **one-year, two-year, or three-year** Extended Warranty period.

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### 6. What hardware is covered under the Warranty?

The Warranty covers the following eligible NRS POS hardware:

- **POS Terminals:** Puma or Cheetah units only
- **Standard POS Accessories:**  
Thermal receipt printer • Barcode scanner • Cash drawer • IP kitchen printer
- Any other POS hardware specifically listed at [nrsplus.com/warranty](https://nrsplus.com/warranty)

Only hardware purchased with the initial POS or POS Bundle—or within six months of that purchase—is eligible.

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## 7. What hardware is NOT covered?

The Warranty does **not** cover:

- Any NRS hardware not specifically listed as eligible
  - Backup battery units
  - Hardware purchased outside the six-month eligibility window
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## 8. What incidents are covered by the Replacements Warranty?

The Warranty covers only:

- **Theft** (a police report is required)
  - **Defects in materials and workmanship**
  - **Damage or malfunction caused solely by normal wear and tear**
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## 9. When must a covered incident be reported?

A covered incident must:

- Occur **within the warranty coverage period**, and
  - Be reported **during the active warranty coverage period**, and not after the purchased warranty period of coverage has expired
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## 10. What is not covered under the Warranty?

The Warranty does not cover:

- Damage caused by the customer or third parties (including scratches, breakage, water damage, or misuse)
- Installation or labor costs for replacement items
- Any incidents not specifically listed as covered

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## 11. Is there a deductible?

Yes. Deductibles apply as follows:

- **POS Terminals:** 10% of the retail replacement cost
- **Standard POS Accessories:** 25% of the retail replacement cost

The deductible must be paid **in advance** for each replacement claim.

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## 12. Are replacement units new or refurbished?

All replacement POS units provided under the Warranty are **refurbished units only**.

Accessories are not refurbished units.

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## 13. How many replacements can I receive?

You may receive **one replacement per covered hardware item per 12-month period**.

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## 14. What does the Warranty provide as a remedy?

The Warranty provides **replacement only**. No cash refunds, account credits, or other compensation are offered.

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## 15. Who decides if my hardware qualifies for replacement?

NRS reserves the right to determine whether the hardware and incident are eligible.

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## 16. Are shipping costs covered?

Replacement hardware is shipped according to **NRS's standard shipping terms**.

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## 17. Do I need to keep paying my service fees?

Yes. You must remain **current and in good standing** on all required Warranty and NRS service fees. Failure to pay may result in the Warranty being void.

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## 18. Are there any other warranties included?

No. This Warranty is the **exclusive remedy** provided by NRS, aside from the POS manufacturer's standard warranty. All other express or implied warranties are disclaimed to the extent permitted by law.

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## 19. Is NRS responsible for lost data or business losses?

No. NRS is not liable for lost data, lost profits, loss of business, or other indirect or consequential damages, to the maximum extent permitted by law.

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## 20. What law governs this Warranty?

For POS purchases made in the United States, the Warranty is governed by the **laws of the State of New Jersey**, without regard to conflict-of-law rules.

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## 21. How are disputes resolved?

All disputes related to the Warranty must be resolved through **individual arbitration** conducted in New Jersey by the American Arbitration Association.

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## 22. Can NRS change or terminate this Warranty?

Yes. NRS reserves the right to **change or terminate** the Warranty at any time with prior notice. If there is a conflict between marketing materials and the Terms, the Warranty Terms control. For program details and terms, see [nrsplus.com/warranty](https://nrsplus.com/warranty).

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## 23. How do I submit a warranty claim?

Please call customer service or speak with your NRS representative to submit a claim and supporting documentation if required. You must submit a claim and have it approved in order to receive the replacement.