



Team 1 Systems, Inc. Warranties Terms and Conditions

The terms and conditions of the Team 1 Warranty Service or Extended Limited Warranty service apply to systems which Team 1 has accepted for Warranty Service, provided the system was originally purchased from Team 1 Systems or a Team 1 Systems authorized Value Added Reseller, referred to in this document as "VAR". Coverage is provided within the continental United States and the District of Columbia.

Warranty Service Coverage

The coverage period is three years from the date of the original purchase of each covered system. Team 1 Warranty Service is provided at a designated Team 1 Service location. If you choose to have Team 1 repair and return your system, you will be responsible for properly packing the system in the original packing materials and shipping it to Team 1's service location. Systems not shipped in the original shipping containers will not be covered under warranty. The customer is responsible for any damage resulting from improper packing of a system sent to Team 1. If the returned system is defaced, altered, or damaged beyond repair, an estimate will be sent before any repair work is started. Return shipping to the customer will be paid by Team 1. You are entitled to Team 1 onsite Warranty Service during the original warranty period for a covered system when you purchase a Team 1 onsite upgrade with the original order.

If the covered products include options, the options are covered only when installed on the system by Team 1.

Team 1 Onsite Warranty Service

Team 1 Onsite Warranty Service will be performed by our customer engineers or our authorized Team 1 Service Provider and will be provided at your business location during normal business hours, Monday through Friday, except holidays. Service will normally be provided on the next business day following your service call if you call before 3:00 p.m. Eastern Standard Time.

Team 1 Onsite Warranty Service must be purchased with the system.

Team 1 Onsite Warranty Service is not available for systems that have been defaced, altered, or damaged beyond repair.

Repair Parts

Repair parts will be furnished to authorized Team 1 VAR's on an exchange basis and will either be new, equivalent to new or reconditioned at the option of Team 1. The exchange part becomes the property of the customer when the defective part has been picked up by Team 1's designated carrier and it assumes the remainder of the Warranty from the returned part. The returned part must not be encumbered. **All returned parts and products become the property of Team 1.**

Printer Maintenance Kits

Certain service parts require periodic replacement based on usage and yield in order to maintain optimum performance. Replacement of these items is a customer responsibility, and Team 1 Warranty offerings do not include the cost of maintenance kits.

Limitation of Liability

In no event will Team 1 be liable to you for any damage caused by your failure to fulfill your responsibilities under these terms and conditions. In no event will Team 1 be liable for any lost profits, lost savings, incidental damage, or other economic consequential damages. This is true even if you advise Team 1 or a Team 1 VAR of the possibility of such damages. Team 1 is not liable for any claim by you based on a third party claim.

All expressed and implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the coverage period. No warranties, expressed or implied, will apply after this period.

Team 1 Warranty Service is not a guarantee of uninterrupted or error-free functioning of a system. Service does not include repair of failures caused by: misuse, neglect, accident, power surges, modification, operation outside the Specified Operating Environment, improper maintenance by you, failure caused by service of the system by non-authorized VAR's, or failure caused by a product, including supply products, for which Team 1 is not responsible.

Specified Operating Environment

All Team 1 Systems must be installed on a properly grounded dedicated circuit of the proper Voltage and Amperage. The CPU must be attached to an UPS with at sufficient VA rating to provide at least 10 minutes of operation on battery. All attached peripherals must be attached to surge protectors on the AC lines as well as the serial lines for terminals and printers. Team 1 systems can provide detailed equipment requirements for your particular installation.