



## STANDARD HARDWARE WARRANTY AND EXTENDED MAINTENANCE POLICY (UNITED STATES)

**NCR CORPORATION**  
**864 SPRING STREET NW**  
**ATLANTA, GA 30308**  
**USA**

**LAST UPDATED: JUNE 26, 2019**

### STANDARD WARRANTY AGAINST DEFECTS

All hardware items purchased by you as an end user merchant/customer directly from NCR Corporation (“NCR”) or from an NCR authorized reseller include a standard 30 day non-transferable warranty against defects in manufacture, beginning on the date of purchase.

Qualifications: Hardware must be purchased new from NCR or from an NCR authorized reseller. The warranty against defects is only applicable to hardware purchased for use in the contiguous United States, including Alaska and Hawaii, with the NCR Silver suite of applications. Wear and tear, damage, and misuse are excluded and not covered by this warranty against defects.

### EXTENDED MAINTENANCE

Extended maintenance is only available with the purchase of the **NCR Silver Concierge** subscription plan, the **Total by NCR Silver** subscription plan, and **NCR Silver One**. Qualified hardware items as determined by NCR receive extended maintenance coverage, extending the overall standard hardware replacement coverage to 36 months. Extended maintenance coverage commences immediately following the expiration of the standard hardware warranty period which begins on the date of purchase. The following conditions apply:

- Single hardware items may only be replaced a maximum of 3 times during the entire extended maintenance period, limited to a rate of once per 12 month period (with the initial 12 month period beginning on the date of purchase). This means that hardware replacements are limited to a maximum of 3 replacements across the combination of both the 30 day warranty and extended maintenance periods.
  - *NOTE: Tablets, Apple Mac minis® and all Order Up by NCR Silver! hardware devices will only be replaced 1 time during the entire extended maintenance period.*
- Extended maintenance works on an advanced exchange basis.
- NCR may replace defective units with refurbished units.
- Customer must have an active Silver service subscription to qualify.
- Any break (cancellation, default, or breach) in the contract/service plan, billing terms, or NCR Silver Merchant Agreement will automatically void extended maintenance coverage.
- Extended maintenance is non-transferrable.
- NCR’s then-current retail list price (MSRP) will apply and you will be charged for any:
  - Defective hardware items not returned to NCR within 30 days of replacement.
  - Hardware items returned in a damaged state to NCR.
  - The return of a wrong hardware item (example: wrong serial number or product).
- Hardware purchased prior to the effective date of a **NCR Silver Concierge**, **Total by NCR Silver**, or **NCR Silver One** service plan subscription is not covered.
- Wear and tear, damage, theft, loss, and misuse are excluded and not covered.
- NCR Ring Up products are not eligible for extended maintenance.

### HOW TO MAKE A CLAIM

To make a warranty against defects claim in respect of any Hardware, you may contact the NCR Silver Customer care team:

- by email at [customercare@ncrsilver.com](mailto:customercare@ncrsilver.com)
- by telephone at 1-877-270-3475
- by text message at 1-877-270-3475; or
- by mail at NCR Corporation, 864 Spring Street NW, Atlanta, GA 30308.

## SUMMARY

SUBSCRIPTION SERVICE PLAN	STANDARD WARRANTY (DAYS 0 – 30)	EXTENDED MAINTENANCE (MONTHS 2-36)
<p><b>NCR Silver and NCR Silver Pro Concierge Plans</b></p>	<p>Must be purchased from NCR or NCR Authorized Reseller.</p> <p>Commences date of purchase.</p> <p>Wear and tear, damage, theft, loss, and misuse are excluded and not covered.</p>	<p>Must be purchased from NCR or NCR Authorized Reseller. Commences after Standard Warranty.</p> <ul style="list-style-type: none"> <li>• Merchant may replace any single hardware item a maximum of 3 times during the entire extended maintenance period, limited to a rate of once per year.               <ul style="list-style-type: none"> <li>• <b>NOTE: Tablets, Apple Mac minis®, and all Order Up by NCR Silver! hardware devices will only be replaced 1 time during the entire extended maintenance period.</b></li> </ul> </li> <li>• Extended maintenance works on an advanced exchange basis.</li> <li>• NCR may replace defective units with refurbished units.</li> <li>• Customer must have an active Silver service subscription to qualify</li> <li>• Any break (cancellation, default, or breach) in the contract/service plan, billing terms, or NCR Silver Merchant Agreement will automatically void extended maintenance coverage.</li> <li>• Extended maintenance is non-transferrable.</li> <li>• NCR's then-current retail list price (MSRP) will apply and you will be charged for any:</li> <li>• Defective hardware items not returned to NCR within 30 days of replacement.</li> <li>• Hardware items returned in a damaged state to NCR.</li> <li>• The return of a wrong hardware item (example: wrong serial number or product).</li> <li>• Hardware purchased prior to the effective date of a <b>NCR Silver Concierge, Total by NCR Silver, or NCR Silver One</b> service plan subscription is not covered.</li> <li>• Wear and tear, damage, theft, loss, and misuse are excluded and not covered.</li> </ul>
<p><b>Total by NCR Silver</b></p>	<p>Same as above</p>	<p>Same as Above</p>
<p><b>NCR Silver One</b></p>	<p>Same as above</p>	<p>Same as Above</p>
<p><b>NCR Ring Up</b></p>	<p>Same as above</p>	<p>Not Eligible</p>