

APPENDIX 1 – EPIC PRODUCTS – LIMITED WARRANTY

JS Stingray Series Point of Sale Terminals and Peripherals

Limited Warranty Coverage for the United States of America and USA Territories

PANASONIC CONNECT OF NORTH AMERICA will repair and/or exchange your defective unit, exclusive of consumables, free of charge within the continental United States, Alaska, Hawaii, and USA Territories in the event of a defect in materials or workmanship with a comparable rebuilt, reconditioned, or repaired unit for three (3) years after the original date of purchase. This Limited Warranty is extended to the original purchaser and only covers products purchased as new.

Procedure

To obtain in-warranty services, a valid copy of the original end-user proof-of-purchase (POP) must be provided. Products must be adequately packaged and shipped pre-paid to the address below. Collect shipments cannot be accepted. Insuring the shipment is strongly recommended. In-warranty products will be returned via UPS Ground service at no charge to the customer.

Please be sure to attach a copy of the POP and your Service Request Form (SRF) to the product. The SRF should contain the following information:

1. Company name, address and contact name/number
2. Model number, serial number, date-of-purchase and a detailed description of the reason for return

If an otherwise in-warranty product is found to have physical damage, abuse, or contains an unauthorized modification, the warranty will be void. In this event the customer will be notified with the reason the unit is not eligible for warranty coverage and an estimate for the repair cost. Ship all In-Warranty repairs to:

**Panasonic Connect Professional Services
2800 Forbs Avenue
Hoffman Estates, IL 60192**

Limits and Exclusions

This Limited Warranty only covers failures due to defects in materials or workmanship and DOES NOT COVER normal wear and tear or cosmetic damage. The Limited Warranty also DOES NOT COVER damages which occurred in shipping, failures which are caused by products not supplied by PNA, failures which result from accidents, misuse, abuse, neglect, mishandling, alteration, faulty installation, set-up, adjustments, improper maintenance, power line surge, lightning damage, service by anyone other than a Panasonic approved service center, or damage attributed to acts of God.

NEITHER THE COST OF RECOVERING DATA FROM THE STORAGE DRIVES, NOR THE VALUE OF ANY DATA WHICH CANNOT BE RECOVERED, IS COVERED UNDER WARRANTY.

For products requiring routine preventative maintenance, that maintenance must be performed in order to maintain warranty coverage. Refer to the Stingray Operations Manual for a list of the required preventative maintenance.

There are no express or implied warranties except as listed above.

PANASONIC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE WARRANTY PERIOD SET FORTH ABOVE. Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights that vary from state to state.