



Service level agreement (SLA):

Return to base warranty terms:

APG One-Year Limited Warranty

Effective 6/04/2015

APG® Cash Drawer, LLC warrants that its products will be free of defects in material or workmanship for one (1) year from the date of manufacture under normal use and service. This warranty does not cover misused, altered, neglected, or carelessly handled products, or products used for any unintended purposes.

APG Cash Drawer, LLC will repair or replace, at its option, any **SMART**ill intelligent cash drawer or cash drawer component found defective during the warranty period. Warranty repairs are completed at no charge for parts or labor and F.O.B. the factory shipping dock. APG Cash Drawer's sole obligation is limited to the repair or replacement of the defective intelligent cash drawer product or cash drawer components.

APG Cash Drawer, LLC shall not be liable for any incidental or consequential damages, or any other costs which may occur from the purchase or use of this product. No other warranty (including merchantability and fitness for a particular purpose) is expressly made or implied. Some US states do not allow limitations or exclusions on implied warranties, and in those US states, the above limitations of an implied warranty may not apply.

Contact APG Cash Drawer's customer department to obtain a Return Material Authorization (RMA) number before returning any goods covered by this warranty. This warranty provides specific legal rights and other applicable rights in some US states.

Extended description.

During the period of warranty APG will **repair or replace** any product that is returned to us:-

With an APG's issued RMA number, at the buyers expense, and found to be defective in material or workmanship free of charge.

The return carriage will be paid by APG to an agreed depot/location with our partners.

- *For UK and European union customers, the return to base (RTB) will be Newhaven Factory,*
- *For US customers, the return to base will be MSP,*

There are currently no plans to offer a depot return destination in each and every country in which we operate. **Hilden is not currently considered as a return to base location for the SMARTill products.**

Any product returned without an RMA will be rejected at goods in.



Units repaired or replaced under warranty shall carry the balance of the original warranty unless an "Extended Warranty" (See Below) is purchased ahead of this date.

"Swap Stock" is the responsibility of the partner or their customer who must purchase an appropriate quantity to manage the needs of their estate. Factory turn round time will normally be 5 working days from factory receipt. Partners need to allow for transit time both ways, and allow for any delays in shipping caused by failure to provide the necessary RMA information or an issued purchase order for non-warranty repairs. (See below)

It is a condition of issuing an RMA number that if it is determined by APG that either no fault exists, or the damage to be repaired was caused by negligence of the partner, its agents, employees or customers, the returning party agrees to pay all charges associated with each such repair.

Any tampering, misuse or negligence in handling or use of **SMART**ill hardware renders the warranty void. Further, the warranty is void if, at any time, The User or Partner attempts to make any internal changes to any of the components of the **SMART**ill hardware; if at any time the power supplied to any part of the Equipment exceeds the rated tolerance; if any external device attached by The user or partner creates conditions exceeding the tolerance of the **SMART**ill hardware.

APG reserve the right to charge for any **SMART**ill product that following return and factory investigation is No Fault Found (NFF).

Where APG undertake a chargeable repair customers will be notified of the reason that the warranty claim is invalid, the cost of the repair, and be requested to provide a purchase order prior to the repair being affected. Such repairs will not be released or returned to the customer until an authorised purchase order has been issued or the repair and return carriage has been paid in full.

Returned chargeable items will be declared Beyond Economic Repair (BER) if the cost of repair will exceed **75%** of the LIST price.

APG will dispose of all units declared BER in 7 calendar days following notification to customer or BER determination.

A scrappage fee will automatically be charged for all BER units that are disposed of.

If a partner requires the return of BER Units then the customer must issue a purchase order for a repair investigation and return carriage in 5 days of receiving notification of BER i.e. before the unit is automatically scrapped.

Any BER unit will not be replaced unless it is a valid warranty claim or the customer places a purchase order for a replacement unit.

Purchase orders for individual replacements for units returned under RMA and declared BER will normally be shipped within 48hrs.

Chargeable repairs shall carry the balance of the manufacturer's warranty, or the **repair** undertaken will be warranted for 3 months.



That means if we repair runners for instance on an intelligent cash drawer and the runners fail within 3 months they are covered by warranty. It is the Mechanism that fails the second time, and the original warranty period has expired, the repair is not covered by warranty.

Epidemic Failure

Epidemic Failure is defined as the **same defect** occurring in more than 12% of the field population in the first 12 month period. In the event of an Epidemic failure, *as confirmed by APG service records*, the manufacturer may, at its discretion take one or more additional steps (as noted below) beyond those already available within the warranty provisions outlined above.

- a. APG may upgrade or replace the field population or a proportion thereof at its expense.
- b. APG may permanently or temporarily increase the size of a partners "Swap Stock" to assist with logistics in repair or rework.
- c. APG may pay inbound freight costs associated with returns that are above the Epidemic failure rate.