



Protection Plan

Coverage begins when the merchant purchases the protection plan and ends when the merchant provides written notice of plan termination. Merchant may cancel this plan at anytime for any reason. The hardware service and technical support coverage provided by the protection plan is additional to the coverage provided by the manufacturer's hardware warranty and complimentary technical support.

During the period the merchant is enrolled in the plan, a valid claim must be submitted by notifying Stax that one of the following has occurred: (1) a defect in materials/ workmanship in the covered equipment, (2) accidental damage from circumstances outside of the merchant's control, (3) cosmetic damage including but not limited to scratches, dents and broken plastic pieces, (4) defects caused by normal wear and tear or otherwise due to normal aging of the product.

The plan does not cover: damage cause due to: (1) abuse, (2) misuse, (3) operating the equipment outside the permitted or intended uses described by the manufacturer, (4) service (including upgrades and expansions) performed by anyone who is not a representative of Stax, (5) equipment with a serial number that has been altered, defaced or removed, or has been modified to alter its functionality or capability, (6) equipment that has been lost or stolen as the plan only covers equipment that is returned to Stax in its entirety. In all irregular cases, Stax reserves the right to deny claims based on the specific circumstances as well as history of merchant's account.

In cases where standard troubleshooting steps and/or software upgrades to the latest version do not immediately resolve defective equipment, Stax will either (1) repair the defect at no charge, using new or refurbished parts that are equivalent to new in performance and reliability, or (2) exchange the equipment with a replacement product that is new or equivalent to new in performance and reliability, and is at least functionally equivalent to the original product.