

## Terms and Conditions of Service Contracts

A Service Contract covers only product failures occurring during normal use.

The Service Contract does not cover product failures caused by the following:

- Accident, neglect or misuse, fire, water, lightning or other acts of nature, improper storage, unauthorized modification, or failure to follow instructions supplied with the printer.
- Failure or defect of electrical power, external electrical circuitry, air conditioning or humidity control.
- The use of items not provided by IntelliTech International, Inc.
- Unusual stress.
- Modification or alteration to the printer by any party other than IntelliTech International, Inc.
- Mis-adjustment, repair or attempted repair or service of the printer by any party other than IntelliTech International, Inc. or an authorized representative.
- Damage caused by shipment of the printer (claims must be submitted to the carrier.)
- Installation or removal of the printer.
- Any other cause that does not relate to a printer defect.
- Cartons or any accessories used in conjunction with the printer.

This contract provides for a new replacement printer with comparable features at our option if we determine that your printer is beyond repair. If we replace your printer, then this will complete our obligation under the terms of the Service Contract, and your coverage will cease on the date you receive your replacement product. Your new product will come with our standard warranty.

The print head is a consumable item and is warranted for 270 days from date of the first consumer purchase or 750,000 linear printed inches, whichever occurs first.