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| SECTION: | Repair Center |
| POLICY #: | RC 15 PAGE: 1 of 3 |
| SUBJECT: | NCR Warranty and Early Failure Policy |
| DATE: | 05/13 SUPERSEDES: 04/13 |

TITLE: RC15, NCR Warranty and Early Failure Policy

POLICY: NCR POS Hardware products are provided with a warranty as well as special protections to Channel Partners for failures occurring the first 30 days after shipment.

SCOPE: All Retalix Channel Partners selling and/or supporting or servicing the NCR POS Hardware products.

PROCEDURES:

1. Early Failure

- a. NCR POS Hardware products shipping to Retalix Channel Partners from ScanSource will be replaced via expedited processes on a whole-unit basis if the failure or other problem occurs within the first 30 days after shipment. These failures could include shipping damage, incorrect items, out-of-box failures or early failure during staging, installation or after installation.
 - i. Such failures can be an out-of-box failure or early failure during staging, installation or after installation.
 - ii. The 30-day clock starts upon the ship date from ScanSource.
 - iii. After 30 days from shipment, Retalix Channel Partners must use the NCR warranty process for redress of failures.
 - iv. Retalix Channel Partners must contact Retalix Order Entry to arrange for resolutions or return manufacturing authorizations (RMAs) for such early failures or problems.
 - 1) Retalix Channel Partners should not contact ScanSource directly to resolve early-failure or related issues.
 - v. Retalix Channel Partners will be responsible and invoiced for the normal Channel Partner price of any items not returned in a timely fashion as per the RMA.

2. Warranty

- a. NCR warrants most of the NCR POS Hardware products sold through Retalix to operate free of material or workmanship defects for varying times and subject to varying terms and conditions.



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- b. The warranty period for most NCR POS products is one year from the shipment or installation date (see below).
 - i. Each NCR product or product group, however, has its own specific warranty periods, terms and conditions. This specific warranty information is provided on the NCR Partner Portal and/or NCR At Your Service for Retalix Channel Partners that have completed the Partner-Delivered Services (PDS) Addendum and its qualifications, which constitutes the controlling policy for NCR product warranties provided via this service model.
 - ii. Under Partner-Delivered Services, most NCR POS Hardware products are warranted to the PDS dealer for one (1) year of parts at no charge, and one (1) year labor compensation for the dealer's repair.
 - 1) The RealPOS 60 and RealPOS 82XRT e-boxes are warranted to PDS dealers for three (3) years of parts at no charge, and one (1) year labor compensation for the dealer's repair.
 - iii. The default warranty start date for Retalix Channel Partners is the shipment date from ScanSource to the Retalix Channel Partner.
 - iv. This default warranty start date may be extended: up to 60 days may be added to the warranty's duration, in order to take into account delays between delivery and installation at the Channel Partner's end-user site if the Channel Partner provides NCR with further installation and registration documentation. Please see Policy RC16 for additional information, as well as the NCR PDS Addendum.

3. Warranty Extensions and Packages

- a. Warranty is provided on a unit-by-unit serial-number basis. For any specific items or sites, dealers may purchase warranty upgrades. These upgrades are sold on an item-by-item basis and can be resold to the end-user if desired.
- b. Dealers may also purchase these warranty upgrades/extensions for their own internal purposes, reselling their maintenance and support offerings to their end users normally while being covered for the parts and repair cost by the NCR warranty and its extensions, or simplifying repairs via whole-unit Depot Maintenance instead of bench repair.



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- i. Dealers may purchase three-year depot warranty upgrades. These allow the dealer to return and receive whole-unit replacements for failed units without the necessity of bench repair.
 - ii. Dealers may also purchase one-year or three-year Advanced Exchange (AEX) warranty upgrades. Like the Depot Warranty upgrade above, these upgrades provide whole-unit replacement, but AEX also provides expedited shipping as well as shipment of a replacement before the failed unit has been received at NCR.
 - iii. There are no provisions to extend the original parts/labor warranty. NCR warranty upgrades are limited to the upgraded Depot and Advanced Exchange warranty items.
- c. A warranty or extended service package does not entitle the Retalix Channel Partner to anything other than the extension of the services or benefits extended. Purchase of an extended depot warranty, for example, does not by itself qualify a Retalix Channel Partner for status or privileges under PDS for which the Channel Partner does not or would not otherwise qualify.

