



CRS's mission is to provide our customers with the best, most reliable Products and provide excellent support and services. Optional **CRS Service ShieldSM** Professional Services Solutions provide Resellers the ability to tailor an extended warranty and service program that meets their customer's needs and budget.

- ✓ Select **Warranty PlusSM** to extend the standard warranty term up to five years to minimize the risk of costly repairs and to extend the warranty term to match your Sales-As-A-Service program.
- ✓ Select **NexDay XchangeSM** as an alternative to maintaining a large spares inventory and have CRS drop-ship directly to your customer's site to minimize expensive on-site repair service.
- ✓ Select **Accidental Damage Protection – Tablet** to enhance your warranty protection to include normal wear and tear and accidental damage for your tablet sales.

The goal of **CRS Service ShieldSM** Professional Services Solutions is to help Resellers continue to make profits on their professional services while providing their customers superior customer service. No matter what optional warranty and service programs you select you will get CRS's fast service.



NexDay XchangeSM

An excellent alternative to maintaining large inventory of spare equipment and minimizing expensive on-site repairs with UPS Next Day Air advanced exchange service.

What are the benefits?

- Resellers can provide their customers with limited exposure to down-time caused by equipment failure.
- Minimize expensive on-site repair service for local or national service programs.
- Reduces the spare inventory requirements for adequate back-up to adequately support installations.
- Can be added to optional *Warranty PlusSM* extended warranty and *Accidental Damage Protection* programs.

How does it work?

- Program provides same day replacement shipment (if requested before 2:00 p.m. Central time).
- Replacement Products may be new or reconditioned.
- Shipments Monday through Friday – excluding CRS's Holidays.

What do I do with the failed Product?

- Simple – Just return the failed product in the original carton the replacement product was shipped in using the pre-paid return shipping label and RMA instructions included in the carton.

What are the restrictions?

- Exclusions same as Limited Warranty or Accidental Damage Protection Warranty, if purchased.
- Replacement limited to a maximum of three occurrences.
- Available in the 48 contiguous United States.

What are the costs for NexDay XchangeSM service coverage?

- *NexDay XchangeSM* pricing includes the Standard Warranty Period, Optional Extended Warranty Period, if any, for the *NexDay XchangeSM* term purchased. Product options are included at no additional charge.
- Examples: (Prices include all options free of charge and 3 Year Limited Warranty)
 - \$150.00 – 3 Year *NexDay XchangeSM* for one SAM4S Touch Terminal.
 - \$ 22.50 – 3 Year *NexDay XchangeSM* for one SNBC BTP-R880NP Receipt Printer.
 - \$ 40.00 – 3 Year *NexDay XchangeSM* for one CRS Model 18 Cash Drawer.
 - \$212.50 – Total Reseller Price
- For pricing information, see CRS's "[Optional Warranty and Service Programs – Reseller Price List.](#)"

Where can I buy it?

- May purchase within thirty (30) days of the original equipment purchase.
- Available from CRS or Authorized CRS Distributors.



How do I submit a claim?

- To report a claim, please call a CRS Customer Service Representative (CSR) at 1-800-333-4949 (ext. 2765, or ext. 2784).
- If a CSR is not available, ask to speak to an Inside Sales Representative to process your claim.
- CRS will accept and process claims Monday through Friday, from 8am until 5pm CST/CDT, excluding CRS designated holidays.
- Claims received before 2:00pm CST/CDT will be processed and shipped the same day.
- Claims received after 2:00pm CST/CDT will be processed the next business day.

What do I need to have available when I submit a claim?

- The model number and serial number of the covered Product.
- The configuration of the Product (i.e. if printer, interface type; If terminal, O/S, memory size; If ECR, installed options, MCR, Port expansion, etc.)
- The reported problem with the Product.
- The address where the replacement Product is to be shipped.
- Your contact name, phone number and email address.

How is my claim processed by CRS?

- All claims must be made pursuant to CRS' [Return Material Authorization \("RMA"\) Policy](#).
- CRS will invoice your account for Product shipped on CRS's NexDay XchangeSM advanced replacement program. CRS will issue a credit to your account upon CRS's receipt of the returned failed Product. You are responsible to ensure failed Product is properly returned to CRS.
- Shipment will be made by UPS – Next Day Air, to you or your customer's location.
- Shipments will be made only to locations in the contiguous 48-states in the USA.
- Replacement Products will be new, refurbished or reconditioned and configured to match as closely as possible to the unit originally purchased. If the warranted Product is no longer available, you will receive a replacement equivalent to the failed Product, typically the next product generation.
- Replacement Products will remain under warranty for the remainder of the Limited Warranty Period or Optional Extended Warranty Period, if purchased.
- Product may be exchanged under this program a maximum of three (3) times. If a product no longer qualifies for advance replacement, it must be sent to CRS for warranty repair using the standard RMA repair and return process as per CRS's ["Return Material Authorization \("RMA"\) Policy"](#).

How do I return the failed Product?

- RMA instructions and return labels for the failed Product(s) to be returned to CRS will be included in the original box of the replacement Product shipped to you or your customer.
- Failed Product must be returned and shipped to CRS within seven (7) business days of receiving the replacement Product with the RMA number clearly marked on the box.
- Failed Product must be properly packed and shipped using the original undamaged shipping carton(s).
- The reseller is responsible for repair and/or shipping costs if Product is:
 - returned incorrectly packed or physically damaged,
 - excluded from warranty due to accidental damage, abuse or misuse, missing serial number,
 - returned as defective without a problem found,
 - not returned within the allocated time period.
- Failure to return defective Product under the terms of this agreement will result in the termination of the NexDay XchangeSM warranty service.

Are there any exclusions?

- The NexDay XchangeSM warranty service covers the same inclusions and warranty exclusions provided in CRS's Limited Warranty and Optional Extended Warranty and Service, if purchased.

Where can I get more information?

- CRS 1-800-333-4949. Ask for your Territory Sales Manager or Inside Sales Representative.
- Authorized CRS Distributors.

Prices, specifications, terms and conditions of sale are subject to change without notice.