



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 and 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 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** 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 award winning service.



WarrantyPlusSM

Minimize risk of costly repairs by extending the standard limited warranty period up to five years or extend warranties to match your As-a-Service program or service agreement.

What are the benefits?

- Reduce expensive repair costs which may occur past the standard warranty period.
- Covered repairs are performed at no additional charge for parts or labor.
- When providing products in a As-a-Service model, Resellers can match the warranty to the term of the As-a-Service or support agreement in order to mitigate risk.
- Inexpensive with fast turnaround time for repairs.
- Can be purchased through our Funding 2.0 program with low monthly payments.

How does it work?

- Depending on which product, the optional warranty can extend coverage beyond the standard warranty period up to four and a half years.
- The **WarrantyPlusSM** covers the same inclusions and warranty exclusions provided in CRS's Limited Warranty and Optional Warranties, if purchased.
- The **WarrantyPlusSM** warranty service follows CRS's [Return Material Authorization \("RMA"\) Policy](#).

What are the restrictions?

- Maximum of five (5) years of warranty coverage.
- Shipments Monday through Friday – excluding CRS's Holidays.
- Refer to the Limited Warranty statement on CRS's website to see specific exclusions.

What are the costs for **WarrantyPlusSM** service coverage?

- Costs vary depending on how many years of coverage you want. See our website for specific pricing.
- Examples: (Prices include all options free of charge)
 - \$30.00 –per additional year of coverage under **WarrantyPlusSM** on SAM4S Touch Terminal.
 - \$ 5.00 – per additional year of coverage for SNBC BTP-R880NP Receipt Printer.
 - \$ 5.00 – per additional year of coverage for CRS Model 18 Cash Drawer.

When and where can I buy it?

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

Where can I get more information?

- CRS at (800) 333-4949, or www.crs-usa.com,



- or Authorized CRS Distributors.

How do I submit a claim?

- CRS will process claims Monday through Friday, from 8am until 5pm CST/CDT, excluding CRS designated holidays.
- To report a claim, please contact the CRS RMA Department at 1-800-333-4949 (ext. 2736), or by email at rma@crs-usa.com, or call a Customer Service Representative (CSR) at 1-800-333-4949.
- If a CSR is not available, ask to speak to an Inside Sales Representative to process your claim.

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 repaired or replaced Product is to be returned.
- Your contact name, phone number and email address.

How is my claim processed by CRS?

- All claims must be made pursuant to CRS's [Return Material Authorization \("RMA"\) Policy](#).
- Product will be repaired or replaced. 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.
- Repaired or Replaced Products will remain under warranty for the remainder of the Optional *WarrantyPlusSM* Warranty Period purchased.

How do I return the failed Product?

- If the RMA Request is approved, a notification will be issued with the RMA Number and the address of where to send the Products. Contact CRS should you not receive notification of your RMA# by the end of the next business day. RMA numbers are valid for fifteen (15) days. Goods returned after fifteen (15) days will not be accepted.
- All returned Products must be properly packaged, using the original undamaged shipping carton(s), and include a copy of the RMA Request Form or RMA Notification. Clearly mark the RMA number on all shipping labels. Customer is responsible for RMA Goods that arrive at CRS damaged in transit.
- All Product shipments to CRS must be prepaid. Shipments arriving collect may be refused and returned to Customer.
- Allow five to ten (5-10) business days for processing your RMA return after receipt by CRS.
- The reseller may be responsible for repair and/or return 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.

Are there any exclusions?

- The *WarrantyPlusSM* warranty service covers the same inclusions and warranty exclusions provided in CRS's Limited Warranty and Optional 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.
- On the Reseller area of our website www.crs-usa.com, see:
 - "[Warranty Information](#)" for Limited Warranty, Disclaimer of Limited Warranty and Accidental Damage Protection Warranty—Tablets, for all warranty coverages.
 - "[Product's Limited Warranty Period and Repair Centers](#)" for information regarding length of Standard Warranty Periods and Authorized Repair Centers.
 - "[Optional Warranty and Service Programs – Reseller Price List](#)" for a Reseller Price List of optional extended warranty and service programs.

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