

# Senior Tech On-Site Service Warranty

## TERMS & CONDITIONS

### General

- Except as expressly set forth in this on-site service warranty, Senior Tech Pty Ltd (“Senior”) makes no other warranties or conditions, express or implied, including any implied warranties of merchantability and fitness for a particular purpose.
- Senior Limited Warranty and/or Extended Warranty should be referred to in conjunction with this On-Site Service Warranty.
- Senior disclaims all warranties and conditions not stated in this On-Site Service Warranty.
- Any implied warranties that may be imposed by law are limited in duration to the warranty period.
- These terms and conditions supersede any prior agreements or representations made in Senior sales literature or advice given to you by Senior or an agent or employee of Senior that may have been made in connection with your purchase or lease of the Senior-branded product.
- No change to the conditions of this On-Site Service Warranty is valid unless it is made in writing and signed by an authorised representative of Senior.
- Items of Inclusion and Exclusion are valid only for the ‘Period of On-Site Cover’.
- Senior does not warrant that the provision of this service will be uninterrupted or error-free.
- Senior is not liable for any damages caused by the provision of this service, including any loss of profits or savings or specials, incidental or consequential damages.

### Period of On-Site Cover

- Period of Cover is available for One (1), Two (2), Three (3), Four (4), or Five (5) years from the date of the original invoice for the equipment covered.
- On-Site Cover will only be offered for up to the equivalent period of Parts and Labour Limited and/or Extended Warranty cover of the item.
- Hours of Cover are Monday to Friday from 9.00am to 5.00pm (AEST), excluding public holidays observed in Brisbane, Australia.

### Inclusions

- Senior-branded POS terminals and display monitors covered under Limited and/or Extended Warranty<sup>[1]</sup>.
- Senior Support Desk.
- On-site Service Technician.
- Return-to-Base or On-Site repairs.
- Parts and labour needed to effect repairs.
- Freight<sup>[2]</sup> costs for the replacement equipment and parts.

### Exclusions<sup>[3]</sup>

- Senior-branded peripherals, and some POS terminals, tablets and monitors not covered under Limited and/or Extended Warranty<sup>[1]</sup>.
- Non-Senior peripheral equipment, including, but not limited to POS printers, barcode scanners, EFTPOS equipment and all relayed cabling.
- Failure or damage caused by liquid, fire, lightning, earthquake, riot, terrorism or war.
- Malicious damage, equipment misuse, negligence or lack of environmental control.
- Damage caused by a fault in any telecommunications line, modem, electricity supply or any external equipment not covered.
- Damage by operation outside the usage parameters stated in the user documentation shipped with the product.
- Degradation due to wear and tear in normal use e.g. Touch Screens.

- Damage or loss of application software or data due to equipment or software failure.
- End-user-caused malware/virus infection or operating system corruption or fault.
- Failure due to incorrect installation of equipment and/or cabling by non-Senor-approved technicians.
- Scheduled or Non-Scheduled maintenance activities such as backups, recovery, archiving, formatting bad block management, equipment cleaning.

## Response Times<sup>[4]</sup>

- Calls to Senor Support Desk will be responded to within 4 business hours of the initial call.
- Response Times are calculated from Hours of Cover. Calls received outside of the Hours of Cover will be responded on the next business day.

## Remote Locations

- A site located beyond a 50km radius of metropolitan areas<sup>[5]</sup> will be deemed remote and may be subject to charges incurred to attend the site, including but not limited to, fuel, bridge and motorway tolls and accommodation.
- Response Times and Hours of Cover cannot be guaranteed for remote sites.

## Endnotes

- [1] Refer to the Senor Limited Warranty Terms & Conditions for details.
- [2] Freight method will be by road (domestic) or air (international) only. If an express service is required, additional charges may apply.
- [3] For a full list of situations that will void the warranty cover, please refer to the Senor Limited Warranty Terms & Conditions.
- [4] Response Time is the time taken to action the service call, i.e. the time when the call is logged by the Senor Support Desk to contact the service Site to conduct a remote diagnosis, or recommend a service procedure. Where the issue cannot be resolved remotely, an On-Site Service Technician will then contact the Site to arrange a convenient time for site visit.
- [5] Metropolitan areas for the purpose of this document refer to the following capital cities of Australia only: Sydney, Melbourne, Brisbane, Perth, Adelaide, Canberra, Hobart and Darwin.