

Extreme Point of Sale, Inc.

Technical Support & Hardware Service Contract

Technical support and Extreme Point of Sale, Inc. supplied software updates are FREE for 90 days from date of purchase. The plans below are only valid when subscribed to before the "FREE" period expires. Otherwise, the user must first upgrade to the newest version and then purchase a contract. Full phone support plans also include a hardware warranty that will replace defective Extreme Point of Sale, Inc. supplied hardware with a similar working replacement until which time Extreme Point of Sale, Inc repairs the user's original hardware. Extreme Point of Sale, Inc. reserves the right to replace the item instead of repairing the originally purchased unit. Ground shipping of replacement items from Extreme Point of Sale, Inc will be covered at no additional charge. The user is responsible for shipping to Extreme Point of Sale, Inc. Additional charges will apply should the user require expedited shipping of the replacement units or parts. Warranty only applies to hardware purchased if support has been continuous since purchase date.

The charge for software updates is \$100 per quarter per station. There is an additional \$100 per quarter per store charge for phone support. There is a \$55 per half hour charge for phone calls for users not on a phone support contract, with a minimum of half hour charged per call.

Technical support hours are from 9 AM – 5 PM EST, Monday – Friday, by calling 919-387-7597 or emailing support@extremepos.com

Decline support and updates

Check or Money Order

Visa

MasterCard

AMEX

Name on Credit Card _____

Company Name _____

Street Address _____

City, State and Zip Code _____

Credit Card Number _____

Credit Card Expiration Date _____ Today's Date _____

Signature _____

BUYER ACKNOWLEDGES THAT IT HAS READ THIS AGREEMENT, AND UNDERSTANDS AND AGREES TO ALL TERMS AND CONDITIONS STATED HEREIN.

1001-204 Pemberton Hill Rd. Apex, NC 27502
919-387-7597
www.extremepos.com

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Support Frequently Asked Questions

- ❖ **Busy Signals when calling for technical support.** Our technical support lines are free at least 40% of the day between 9 AM and 5 PM, EST, M-F. We do not place callers in a queue to wait for the next available support person. If you get our voice mail, please leave a message under the support option so we can return your call in a timely fashion. You may also try one of the below options for additional or alternative support methods.
- ❖ **Support Via Email.** You can get support by writing to support@extremepos.com. This email address is monitored daily. You will normally receive a reply the same day if submitted by 3 pm EST.
- ❖ **Network Problems.** If you have two or more computers connected via a network and you did not purchase your network from ExtremePOS, we cannot support your network at no charge. Our technician will ask you questions to confirm that your network is operational. If your network is not functioning, you must seek help from the person who installed your network, or ExtremePOS can help you get your network working via a \$99 tech support fee.
- ❖ **Other Hardware Problems.** If you purchased your hardware from a company other than Extreme Point of Sale, Inc., or its dealers, we cannot give you hardware support at no charge. We have methods of testing most of your hardware. If your hardware is not working properly, you must go back to your original hardware supplier for support.