I. INTRODUCTION:

The terms and conditions presented in this document constitute the entire service contract between the Service Contractor and the Purchaser. No other oral or written representations or agreements made prior to the date of this Contract and not set forth in this Contract shall be deemed to obligate You to provide any services or products covered by this Contract. This document sets forth the entire Contract between the Service Contractor and the Purchaser. This Contract shall be construed to obligate You to provide any services or products covered by this Contract for which You have charged the Purchaser. You represent to the Purchaser that You have the right to offer and sell the Product listed on this Contract.

II. WHAT IS COVERED:

This Contract is not an insurance policy. This Contract covers any period specified individually identified/listed via any invoice which includes Hardware Maintenance Services and/or Hardware Replacement Services. The failure of or improper use of any electrical source, abuse, vandalism, computer viruses, theft, fire, flood, wind, surge, freezing, unusual atmospheric conditions, telephone failure, or acts of war or acts of God.

III. COVERAGE AND TERM:

This Contract is not transferable. This Contract does not constitute your entire service contract rights under the terms and conditions presented in this document. The total liability under this Contract is either the purchase price You paid PSI for the specific hardware maintenance costs are based on the observed failure rates of specific equipment and the required hardware maintenance services are provided under this warranty and no liability shall be established for the support of a non-PSI provided product. Power Surge and Spike: This service plan protects against operational failure of a covered product if a failure occurs while properly connected to a surge protector approved by the Underwriter's Laboratory. Your surge protector may be collected by the Administrator for examination.

IV. TRANSFERABILITY:

This contract is not transferable.

V. TIME FOR SERVICE:

Service will be performed during the hours of 8:00 a.m. to 5:00 p.m. PST Monday through Friday, excluding holidays.

VI. RIGHT TO INSPECT:

We reserve the right to inspect the items to verify and authorize Your right to receive support, You may request a return materials authorization (RMA). Once we receive a failed device for repair or determination, PSI shall invoice You in the amount of 75% of the current list price for the shipped loaner equipment and any applicable state disclosures. Any equipment located outside the United States of America, Canada or Puerto Rico.

VII. PLACE OF SERVICE:

Service will be provided by PSI. Once we verify and authorize Your right to receive support, You may request a return materials authorization (RMA). Once we receive a failed device for repair or determination, PSI shall invoice You in the amount of 75% of the current list price for the shipped loaner equipment and any applicable state disclosures.

VIII. CROSS LOCATION SHIPMENT:

For those seeking a heightened level of service, we also offer enhanced warranty service. We are pleased to offer Cross Location Shipping. For those who purchase cross location shipping service, PSI will arrange for the cross location shipping of the product at the Purchaser's expense. The cross location shipping will be shipped to the Purchaser at the Purchaser's expense. The cross location shipping will be shipped to the Purchaser at the Purchaser's expense. The cross location shipping will be shipped to the Purchaser at the Purchaser's expense. The cross location shipping will be shipped to the Purchaser at the Purchaser's expense.

IX. TRANSPORTATION COSTS:

You are responsible for the cost to transport and/or ship the product for service to our depot service center. Should You request next day replacement service, the cost in excess of standard replacement cost is charged to You.

X. PARTS AND SUBCONTRACTING:

Parts used to repair equipment may be either new or refurbished at Our sole option. Service may be performed by either PSI staff or subcontractors.

XI. WAIT PERIOD:

Customers may be subjected to a thirty (30) day wait period if the Contract is purchased after the manufacturer's warranty, or a previous extended service plan covered by Us.

XII. CLAIMS LIMITS:

Replacement of any covered device with a new unit shall be deemed full and total completion of our responsibility for such device for the remaining period of the Contract period. Broken parts that are unavailable (Obsolete) will not be covered, replacement/pay-out up to the total liability amount (less sales tax and shipping) will be offered to You in lieu of repair. If the Purchaser has maintained at least 2 years after the original device purchase date, PSI may at its sole option offer a new replacement model at 50% of the then list price.

XIII. LIMITATIONS OF COVERAGE:

This Contract does not cover:

A. Normal maintenance, cleaning, or tune-ups
B. Any equipment located outside the United States of America, Canada, or Puerto Rico.
C. Service required as a result of any alteration of the equipment or repairs made by anyone other than the service provider, its agents, distributors, contractors or licensees or the use of unauthorized parts.
D. Installation, removal, or reinstallation of any equipment.
E. Damage or other equipment failure due to causes beyond our control.
F. Expansible, lost, or consumable items such as, but not limited to: For Computers, Laptops, and Peripherals: removable data storage, power supply, memory, hard drive, CD/DVD drive; Printers, Copiers, and Multifunctional Equipment: ink, fuser, roller kits, maintenance kits, and any toner/cartridge.
G. Any software not provided or authorized by PSI, including, but not limited to, any upgrades, reinstallation of any software or configuration, installation or reinstallation of any software or data. To receive software support you must register for the administrative rights to your computer within 15 minutes from a support request. The obtaining of administrative rights that require in excess of 15 minutes may be billed or result in an additional charge in effect at the time of service excluding the allowed 15 minutes. In-warranty parts not provided or shipped by PSI or the manufacturer's recall, or factory bulletin (Regardless of whether or not the manufacturer is doing business as an ongoing enterprise.) Defects in the equipment due to the manufacturer's normal maintenance, cleaning, or tune-ups.
H. Loss or damage as a result of violation of existing federal, state and municipal codes including repairs to products not complying with said codes.
I. Pre-existing conditions (incurred prior to the effective date of coverage).
J. Alteration or removal of the serial number.
K. Cosmetic damage (such as cracked cases and broken hinges) or defects that do not inhibit the proper operation and performance of the covered items.
L. Consistent delays in delivering replacement service under this Contract, or loss of use or data during the period that the product is at the authorized service center or otherwise awaiting repair.
M. ENTIRE CONTRACT:

This is the entire Contract and no other oral modifications are valid.

XV. LIMITATION OF LIABILITY:

PSI, CONTRACTORS OR LICENSEES WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONFLICTS OR INCLUDED IN THIS SERVICE CONTRACT, EXCLUSION IS MADE OF ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO EXPRESS WARRANTIES AND NO IMPLIED WARRANTIES.

XVI. CANCELLATION:

You may cancel this contract for any reason up to 30 days from date of purchase.