

# WARRANTY

*XCP Corp warrants to the registered purchaser that any card dispenser, dispensers, card vending machine or related product manufactured by XCP Corp., hereafter called "the unit", that it is free from defects in material and workmanship for a period of one (1) year. starting from date of purchase on new units and 90 days on remanufactured units. **If any such defect is discovered within the warranty period, XCP Corp., will repair or replace the unit free of charge, contingent to verification of the defect or malfunction and upon prepaid delivery of the unit to XCP Corp. by parcel post, common carrier, UPS, or other commercial means. This warranty does not apply to normal wear, tampering, incorrect input/output wiring causing VMC board damage or alterations resulting in cracked or broken components, or to units damaged by, excessive electrical input sources, excessive heat, cold or moisture. Please note that to activate this warranty, the product must be registered with XCP Corp.***

XCP Corp. product one (1) year warranty excludes the warranty on the; coin changer, bill acceptor and credit card reader-writer. The coin changers, bill acceptors and credit card reader-writers are warranted directly by the manufacturers.

XCP Corp. at it's option may ship replacement parts or the entire product if it deems to be the best method for warranty claims during the initial 30 days after receipt by the customer of the product. To preserve your rights under the warranty, you must provide proof of purchase for the returned unit. It is important to note that **RETURNING THE PRODUCT REGISTRATION CARD ENCLOSED** with the new or remanufactured unit will register the warranty by serving as proof of date of purchase. Optional proof of warranty is a copy of the sales invoice or work order showing the serial number and purchased date of the returned unit. This optional documentation must accompany the unit as [Proof of Purchase] Warranty will not be provided unless the product is registered with XCP Corp. .

In the event your unit is delivered to XCP Corp. lacking proof of purchase, we must assume that the purchase of the unit was prior to the initial warranty period on new units or 90 days on remanufactured units. It will then be serviced within the terms of the XCP Corp. Service Policy that follows:

Our sole and exclusive liability for defects in materials and workmanship shall be limited to repair or replacement at our service center. We will not be liable for incidental, contingent or consequential damages. This warranty does not obligate us to bear the cost of transportation charges in

connection with repair or replacement of the unit or any defective parts of the unit. This warranty is invalid if the damage or defect is caused by accident, act of God, customer abuse, unauthorized alteration or repair, vandalism, or misuse. This warranty is made in lieu of any other expressed or implied warranty and except for the foregoing warranty which is exclusive, there is no other expressed warranty being made. This warranty gives you specific legal rights, and you may have other rights which vary from State to State or Country which the unit is sold in.

## RETURN AUTHORIZATIONS

All units returned to XCP Corp. must be shipped with a **RETURN AUTHORIZATION NUMBER (RA#)** affixed to the outside of the shipping container and addressed to XCP Corp. Attention: Technical Services Department, 16381 Cherokee Road, Brooksville, Florida 34601. Telephone: **[1] 352-678-3021**. XCP Corp. reserves the right to refuse any incoming shipment that is not marked with an RA# on the outside of the shipping container. The CoinCo coin changer, credit card terminal, and the USA Technologies credit card system and all bill acceptors are warranted directly by the manufacturers. Contact these component suppliers for warranty claims.

**A RETURN AUTHORIZATION NUMBER** will be issued upon your request in writing via e-mail to [support@xcp.com](mailto:support@xcp.com) or via writing to the above address or by telephoning **(352) 678-3021** and requesting the **TECHNICAL SERVICE DEPARTMENT**. Please provide the Model Number and Serial Number of the unit you wish to return or of the unit which contains the components that you may wish to return. Please be prepared to supply a Purchase Order or letter stating the request for requested services, **AMERICAN EXPRESS, VISA or MASTER CARD** authorization, or make payment arrangements as required. Within the continental United States, you may request that our serviced unit be shipped to you on a C.O.D. basis.

## PARTS & SERVICE POLICY

This policy requires that you send to us the unit or major component(s) of the unit, shipped prepaid under an Authorization for Repair. Warranty on repaired parts or remanufactured units is 90 days. We shall not be obligated to service or supply parts for any unit after seven years from date of purchase. Charges for return shipping, parts and service will be incurred, as applicable, at the prevailing labor rate. XCP Corp. will enclose a copy of the **RETURNED GOODS REPORT** when your unit is returned to you. This report details the work that was performed and the cost of service which was incurred. Please refer to the Report number (which is the RA. number) in future

communications with XCP Corp. about this unit. Currency and Coin Acceptors which are not manufactured by XCP Corp. are not included in the XCP Corp. warranty or service policy. These Currency and Coin Acceptors are directly warranted and serviced by their respective manufacturers.

Nayax Warranty:

NAYAX Unit Warranty. NAYAX warrants that for a period of twelve (12) months from delivery (the "Warranty Period"), the NAYAX Unit shall be free from defects in material and workmanship. NAYAX does not warrant that the use of the NAYAX Unit will be uninterrupted or error-free. NAYAX's sole obligation towards the Customer and Customer's exclusive remedy for any failure of the NAYAX Unit to perform as warranted, is the correction or replacement, at NAYAX's option, of the nonconforming NAYAX Unit; provided, that the Customer informs Nayax in writing, within the Warranty Period of the defect, malfunction or nonconformity. The foregoing warranty shall not apply to disposal materials and to repair, damages, malfunction or failures, resulting from/ to NAYAX Unit: (i) use of the NAYAX Unit in a manner for which it was not intended; (ii) the defects or malfunctions caused by alteration or modification to the NAYAX Unit without NAYAX's prior written approval; (iii) defects or malfunctions caused by improper service or repair of the NAYAX Unit, by anyone other than NAYAX; (iv) defects or malfunctions which do not adversely affect the ability of the NAYAX Unit to perform its usual designated function; (v) abuse or negligence by the Customer; or (vi) any other cause beyond NAYAX's control. The warranties contained in this section 6, are exclusive, and are in lieu of all other warranties, express or implied, including, without limitation, any implied warranty of merchantability, fitness for a particular purpose, title, or arising by a course of dealing or usage of trade.