



# EloCare: Advance Exchange Program Terms and Conditions

## Program Specifications:

- Advance Exchange is only available to customers located in the USA and Canada.
- Advance Exchange is available on the following part numbers:

Product Family	Part Number	Description
PayPoint Plus for Android	E347513	ESY15P1-2UNA-0-AN-WH
	E347712	ESY15P1-2UNA-0-AN-BK
	E464326	ESY15P1-2UNA-0-AO-BK
	E464529	ESY15P1-2UNA-0-AO-WH
	E347918	ESY15P1-2UWA-0-AN-WH
	E348109	ESY15P1-2UWA-0-AN-BK
	E464724	ESY15P1-2UWA-0-AO-BK
	E464915	ESY15P1-2UWA-0-AO-WH
PayPoint for Android (Rev B)	E346732	ESY13P1-2UNB-0-AN-WH
	E346939	ESY13P1-2UNB-0-AN-BK
	E463738	ESY13P1-2UNB-0-AO-BK
	E463541	ESY13P1-2UNB-0-AO-WH
	E347327	ESY13P1-2UWB-0-AN-BK
	E347129	ESY13P1-2UWB-0-AN-WH
	E464141	ESY13P1-2UWB-0-AO-BK
E463943	ESY13P1-2UWB-0-AO-WH	
PayPoint Plus for iPad	E475661	ETT10i2-IPAD-DOCK-INTL-BK
	E475289	ETT10i2-IPAD-DOCK-INTL-WH
	E475479	ETT10i2-IPAD-DOCK-NA-BK
	E475092	ETT10i2-IPAD-DOCK-NA-WH
	E186611	ETT13i2-IPAD-DOCK-INTL-WH
	E483203	ETT13i2-IPAD-DOCK-NA-BK
	E484400	ETT13i2-IPAD-DOCK-NA-WH
PayPoint Plus for Windows	E086179	ESY15P5-2UNA-0-MT-ZB-8G-1S-NO-BK
	E922014	ESY15P5-2UNA-0-MT-ZB-8G-1S-NO-WH
	E548895	ESY15P5-2UNA-0-MT-ZB-8G-1S-W1-BK
	E833933	ESY15P5-2UNA-0-MT-ZB-8G-1S-W1-WH
	E549091	ESY15P5-2UWA-0-MT-ZB-8G-1S-NO-BK
	E921829	ESY15P5-2UWA-0-MT-ZB-8G-1S-NO-WH
	E549280	ESY15P5-2UWA-0-MT-ZB-8G-1S-W1-BK
	E833323	ESY15P5-2UWA-0-MT-ZB-8G-1S-W1-WH



- The Advance Exchange program is available for sale through the vendor where the original qualifying product was purchased. Customers can opt into this program only at the time of original purchase of the product.
- All conditions of standard warranty apply.

### **How Advance Exchange process works:**

- Calls must be received during Elo support hours -- 8am through 8pm EST Monday to Friday.
- If you call before 1pm EST and your concern can't be addressed through support by phone, a replacement unit will be shipped to you same day for next business day delivery, or for earliest available delivery. Shipments to Canada may require more time due to Customs.
- Replacement expedited shipping charges are paid by Elo. In the US, the returned unit shipping charges are prepaid by Elo .
- The replacement unit will be a new or "like new" unit in good working condition.
- With the replacement unit, you will also receive return instructions and a prepaid return label (US only) to ship the product back to Elo.
- To remain eligible for advance exchange benefits, you must return the faulty unit to Elo within 5 business days of your support call. If the faulty unit is not timely received or if Elo determines that any failure, damage, or defect is not covered by warranty, then you will be responsible for the cost of the replacement unit you received.
- When Elo receives the faulty unit, it will perform an assessment to determine if the unit failure, damage, or defect is under warranty.
- Elo's Advance Exchange Program only applies to the specified part numbers. Apple iPad is not an Elo product, is not eligible for or included in this program, and is not covered by any Elo warranty.
- Peripherals, application system and other add-ons are not covered in this program.