



EloCare: Advance Exchange Program Terms and Conditions

Program Specifications:

- Advance Exchange is can be purchased for 1 year (E258849) or 3 years (E259038).
- Elo's Advance Exchange Program is only available to customers located in the USA and Canada.
- Advance Exchange Program is available on the following PayPoint part numbers - E346732, E347513, E347918, E475092, E475289, E483400, E186611.
- Advance Exchange program is available for sale through the vendor where the original qualifying PayPoint was purchased. Customers can opt into this program only at the time of original purchase of the PayPoint register.
- 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 PayPoint register for Android and iPad. 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-on's are not covered in this program.