



Rapid Replacement

Overnight Hardware Replacement Warranty

Ensure you are protected against hardware failure downtime. Though POS-X products are known to be extremely reliable, it is always best to leave nothing to chance. POS-X Rapid Replacement Plans beat the competition in price and service.

- Peace of mind NEXT DAY replacement product*
- Guaranteed 24hrs or less Depot Turnaround**
- Free round trip shipping (lower 48)
- Receive your replacement within 1 Business Day

Warranty Matrix	Standard	Rapid Replacement
Parts Replacement	Free	Free
Labor for Repair	Free	Free
Turn Around Time	5 Business Days + shipping time	1 Business Day
Shipping to Customer	Free via Ground Shipping	Free via Overnight Shipping
Shipping to POS-X	Customer Responsible	Free via Ground Shipping

Part Number Matrix

Part Number	Description	MSRP
XPC500-RR	3 Year Rapid Replacement Warranty for XPC500	\$399
XPC600-RR	3 Year Rapid Replacement Warranty for XPC600	\$399
XTS4170-RR	3 Year Rapid Replacement Warranty for XTS4170	\$119
XTS4000-RR	3 Year Rapid Replacement Warranty for XTS4000	\$99
XI3000BT-RR	3 Year Rapid Replacement Warranty for Xi3000BT	\$79
XR510-RR	3 Year Rapid Replacement Warranty for Xr510	\$59
XR210-RR	3 Year Rapid Replacement Warranty for Xr210	\$59
XI3000-RR	5 Year Rapid Replacement Warranty for Xi3000	\$29

* Cross-shipments require a temporary funds capture.

** 24hr Turnaround limited to business days only.

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Terms and Conditions

I. This rapid replacement plan is limited to repair or replacement of the registered product at the sole discretion of POS-X. Should the product be found to be defective, POS-X will repair or replace it with a functionally equivalent unit using the customers choice of one of the following options:

(a) Replacement sent, using an Overnight Standard shipping method⁽¹⁾ within one business day of receipt by POS-X⁽²⁾ of the faulty unit, the Repaired Product; or, if the unit cannot be reliably repaired and tested within the Business day, a Refurbished or New Product⁽³⁾

(b) Replacement sent, using an Overnight Standard Shipping method⁽¹⁾, a Refurbished or New Product⁽³⁾ prior to receipt of the faulty unit. The customer then has ten-days (10)⁽⁴⁾ to return the faulty unit to POS-X⁽²⁾. A credit card must first be authorized for the full retail value of the product; if the unit is returned within proper time allowances, no charges will be finalized to the authorized credit card.

II. This rapid replacement plan applies to products purchased as new through an authorized distributor only and does not include accessories unless they were originally purchased on the same order. It does not extend to any Product which, in the sole judgment of POS-X, has been subjected to abuse, misuse, neglect, improper hardware or software installation or configuration, improper handling or storage, damage caused by natural or man-made disasters, or any damage due to but no limited to:

(a) Any catastrophic event independent of normal functioning of the hardware such as flooding or other water damage, fire, transient power surges or insufficient line voltage (brown-out) or any event characterized as an "Act of God" causing damage to the Hardware damage

(b) caused by a software virus obtained from 3rd party software

(c) a failure to follow instructions contained in the Product manual or other documentation provided with the Product.

The rapid replacement plan is void if:

(a) the housing of the Product is opened by anyone other than POS-X's repair department or authorized repair centers

(b) the Product is modified or disassembled by anyone other than POS-X's repair department or under supervision by an authorized POS-X support specialist

(c) the serial number of the Product is removed or unable to be deciphered.

(d) the product is damaged in shipping due to poor packaging.

III. In all cases, POS-X has the right to test and inspect the faulty Product and if in the sole judgment of POS-X the faulty Product is found not to be covered under this rapid replacement plan (or found not to be faulty), POS-X will invoice accordingly (including, but not limited to charging a shipping and/or service fee). Any outstanding invoices will result in the ineligibility for rapid replacement or repair until outstanding invoices are paid. This rapid replacement plan is only valid if purchased no more than 30 days after the original purchase date of the unit. It becomes effective on the date of purchase of the product and terminates at the end of the product's specific warranty length. After termination of this rapid replacement plan, any standard warranty remaining on the Product will apply. The rapid replacement plan replaces any other warranties or guarantees, either express or implied, and specifically excludes, without limitation, warranties of merchantability and fitness for a particular purpose under the uniform commercial code, or arising out of custom or conduct. The rights and remedies provided herein are exclusive and replace any other rights or remedies. In no event shall POS-X be liable for any indirect or consequential damages, incidental damages, damages to person or property, or effect on business or property, or other damages or expenses due directly or indirectly to the product, except as stated in this rapid replacement plan. In no event shall any liability of POS-X exceed the actual amount paid to POS-X or one of POS-X's authorized distributors for the product.

⁽¹⁾ POS-X will not be held responsible for shipping delays outside of our control. All shipping charges for units shipped from POS-X and covered by this Rapid Replacement plan will be free of charge if shipped within the continental 48 United States. Items shipped to Canada, Alaska, Hawaii or other U.S. territories may incur additional charges, but will not exceed actual shipping costs. POS-X is not responsible for any custom or brokerage fees that may occur. This Rapid Replacement plan is not valid outside of the United States or Canada. POS-X is not responsible for damages incurred during shipping. For deliveries en route to the customer, it is the customer's responsibility to appropriately file a claim with the shipping company for re-imbursment of damaged goods.

⁽²⁾ POS-X will supply a prepaid ground shipping call tag for return shipping within the continental 48 United States. Customer is responsible for all return shipping outside the continental 48 United States.

⁽³⁾ The replacement Hardware need not be new or have an identical make, model or part number. POS-X may in its sole discretion replace the defective Hardware (or any part thereof) with any reconditioned product that POS-X reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. Repaired or replacement Hardware will be warranted for the remainder of the original warranty period from the date of original retail purchase.

⁽⁴⁾ POS-X reserves the right to charge a fee in the case of extreme delinquency in returning the item. The charging fee is at the sole discretion of POS-X.