

## MAINTENANCE AGREEMENT - TERMS AND CONDITIONS

### SWECOIN MAINTENANCE AGREEMENT STATEMENT

Thank you for purchasing the maintenance agreement for your Swecoin product. Swecoin agrees to perform service for the thermal printers and associated printer options described on this invoice for the maintenance agreement during the term stated on the invoice. Service shall consist of adjustments, repairs and provision of replacement parts for the thermal printers and associated options. Replacement parts will be furnished on an exchange basis, and, at Swecoin's discretion, may be either new or re-certified. For more information, please call 1-401-848-2000 or visit [www.swecoinus.com](http://www.swecoinus.com).

### CUSTOMER

Customer shall pay all charges when due and provide the routine preventative maintenance services to the printers and associated options described in the Swecoin service literature.

### MAINTENANCE AGREEMENT CONDITIONS

This maintenance agreement does not cover: (1) improper or excessive use, handling, operation or storage of the product; (2) dropping or excessive shocks to the printer; (3) repairs or modifications completed at a service center not authorized by Swecoin; (4) use of spare parts, software or consumables not compatible with Swecoin products; (5) connection between the product and equipment is not an approved connection by Swecoin; (6) inadequate packing of the product when returning it to the Swecoin service center; (7) improper or inadequate maintenance at customer site; (8) customer-supplied software or interfacing; (9) unauthorized modification or operation that exceeds environmental specifications for the product; (10) improper on-site preparation and maintenance; (11) scratches from media or dirt in the print-head glass coating; (12) accidents or disasters beyond the control of Swecoin, including but not limited to: lightning, water, fire, public disturbances and improper ventilation; (13) print heads are not considered faulty unless 2% or more of the pixels fail.

### SWECOIN DOES NOT WARRANT THE FOLLOWING

(1) Periodic check-ups, maintenance and repair or replacement of parts due to normal wear and tear; (2) Consumables; (3) Costs incurred by Swecoin service centers making any adaptations or modifications to a product necessary for country specific technical or safety standards of specifications, or any other costs to adjust the product as a result of any specifications that have changed since the delivery of the product; (4) If a product is not conforming to country-specific standards or specifications in any country other than the country of purchase. This agreement only covers Swecoin thermal printers and associated options located in North America (including Canada) and Latin and South America.

### LIMITATION OF LIABILITY

In no event will Swecoin or its suppliers be liable for any consequential or incidental damages, including any lost profits or savings, or for any claim by any party, even if a representative of Swecoin or its suppliers has been advised of the possibility of such damages. Some areas, states, or provinces do not allow the exclusion or limitation of incidental or consequential damages, in which case the above limitation or exclusion might not apply.

### SERVICE DURING THE MAINTENANCE AGREEMENT PERIOD

If your Swecoin printer should fail during the maintenance agreement period, please bring it to Swecoin US Inc., 1037 Aquidneck Avenue, Middletown, RI 08242. When sending equipment to Swecoin US Inc., please follow the repackaging guidelines below\*. We recommend that you insure the equipment for shipment.

### GENERAL PROVISIONS

1. The maintenance agreement set forth above is exclusive. No other agreement, whether written or oral, is expressed or implied. Swecoin specifically disclaims any implied warranty or condition of merchantability, satisfactory quality, or fitness for a particular purpose.
2. If a customer installs, attaches or uses non-Swecoin certified parts or if the customer uses or operates the equipment in a manner contrary to the instructions set forth in the printer specifications, Swecoin may, at its own discretion, terminate this agreement.
3. Service cost will be charged on printers within the warranty period if: a) no fault is found; b) the customer has damaged or tampered with the product; c) the product has not been used according to the manual.
4. Swecoin will invoice the customer upon receipt of a signed copy of this agreement. Terms are Net 30 days. If customer requests alteration of or attachment to Swecoin equipment, a change in the charge for this agreement may be made.
5. If the customer does not pay the amount when due, in addition to any other rights Swecoin may have, Swecoin may terminate this agreement and charge the customer for any services already provided to date on a 'per incident' basis.
6. This agreement constitutes the entire agreement between Swecoin US Inc. and the customer with respect to the maintenance agreement service for the Swecoin equipment covered by this agreement.

\* Printers returned to Swecoin must be packaged to withstand both outside force and ESD. Swecoin original packing material is designed for bulk shipping with pallet or similar. Extra packing material is required if single printer is to be shipped.