# **Humanware Embosser's Annual Service Maintenance Agreement (SMA) / Canada**

* **SILVER** - At the silver level one repair or maintenance per annual SMA term is included. Customer pays shipping to the factory and return shipping is
* included
* **GOLD** - At the gold level unlimited repairs per annual SMA term is included (limited to 1 cleaning, with no embosser malfunction, per annual SMA (term). The customer pays shipping to the factory and return shipping is included in the agreement price. Also included is unlimited email and telephone.
* support.
* **PLATINUM** - At the platinum level unlimited repairs per annual SMA term is included (limited to 1 cleaning, with no embosser malfunction, per annual SMA term). The customer pays shipping to the factory and return shipping is included in the agreement price. Also included is unlimited email and telephone support. Also included in the Platinum level is a 3 working day repair guarantee at ETC facility. If a repair is not completed in 3 working days, then ETC will send a loaner embosser at no charge (including round trip ground shipping) to be used until your embosser is repaired and returned. Certain restrictions apply. For complete details please review Enabling Technologies Service Maintenance Agreement Terms and Conditions