

# Epson Preferred<sup>SM</sup> Plus Commercial Service and Support Plan

for Epson® SureLab® D500 Series Printers

Congratulations on your choice to protect and support your Epson SureLab D500 series printer (“**Product**”). With the purchase of an Epson Preferred Plus Commercial Service and Support Plan (“**Plan**” or “**Agreement**”), you (“**Customer**”) will receive expert technical support and exchange if your Product’s hardware issue cannot be remedied over the phone.

This Plan document, along with your receipt for the purchase of the Plan, governs the Service that you will receive from us to protect your Product.

This Plan is only available to customers who meet the program requirements. It is offered to and intended only for our commercial customers of Epson SureLab D500 series printers.

**Please read these important legal Terms and Conditions, including an arbitration provision.**

**Your cancellation options are set forth in Section F, Term, Cancellation, and Refunds.**

## Service Plan Highlights

- ★ Advanced exchange, as described in Section E, Subsection 1, What Is Covered
- ★ One (1) year (or 12 months) or two (2) years (or 24 months) of coverage
- ★ Two-way shipping included

**Term of the Plan:** One (1) year (or 12 months) or two (2) years (or 24 months) of coverage from the Plan Start Date, depending on the Plan purchased. See the Service Plans table at the end of this Plan for details.

**Use Limits:** See the Service Plans table at the end of this Plan for model-specific information<sup>1</sup>

We recommend you complete the section below and keep this document along with the return acknowledgment, a copy of your receipt for purchase of this Plan, and the receipt for the purchase of your Product for your records. An activation code and instructions will be emailed to Customer after Plan purchase.

Service Plan Product Code: \_\_\_\_\_

Activation Code: \_\_\_\_\_

Product Purchase Date: \_\_\_\_\_  
MM/DD/YYYY

Product Serial No.: \_\_\_\_\_

Initial Product Installation Date: \_\_\_\_\_  
MM/DD/YYYY

Plan Start Date: \_\_\_\_\_  
MM/DD/YYYY

<sup>1</sup> Printed sheets are calculated based on carriage passes and can be viewed on the control panel display.

# Terms and Conditions

## A. Plan Overview

During the Term of the Plan (as defined in the Service Plan Highlights), Epson America, Inc. (“**Epson**”), or its designee, will provide priority technical telephone support and other services described herein (“**Service**”) for the Epson Product for which you have purchased a Plan. Epson will use commercially reasonable efforts to Service your Product in accordance with this Agreement.

Epson is the obligor of this Plan and the party that is financially and legally obligated to perform Service under this Agreement. Epson’s obligations under this Plan are backed by the full faith and credit of Epson, with its principal place of business located at 3131 Katella Ave., Los Alamitos, CA 90720. Epson is the seller of this Plan, but if you purchased this Plan from an Epson dealer, that party is the seller of this Plan, and you should keep the name and address of your dealer on file for your records.

## B. Plan Fee

The fee for each Plan is payable in full before it will be activated. Customer is responsible for any taxes arising from the Service provided under this Agreement.

See Section F for cancellation details and the applicability of a refund.

## C. Eligibility

This Plan is offered to and intended only for our commercial customers. It must be purchased prior to the expiration of the Epson limited warranty or an Epson extended service plan to maintain continuous coverage. The Plan is only available in the United States, Canada, or Puerto Rico. Customer must be prepared to submit proof of original purchase of the Product.

You may purchase two (2) consecutive years of coverage on a year-to-year basis, or all at once, as long as total coverage, including original limited warranty and service plan(s), for a single Product serial number does not exceed five (5) years from the initial Product purchase date. This Plan is not available for purchase for Products that exceed the Use Limits.

Products in excess of Use Limits or with noncontinuous coverage: If you are interested in purchasing a service plan from Epson and you have not had continuous coverage (i.e., your limited warranty or service plan has expired), or your Product is older than five (5) years, please contact Epson to discuss alternative service options (562-276-1305). At Epson’s discretion, products with noncontinuous coverage, or that are older than five (5) years, may become eligible for service coverage upon passing an operational inspection (inspection fees apply). Nonoperational products may become eligible for service coverage after repairs have been made at Epson’s time and materials rates (“**Service Costs**”) and upon passing an operational inspection. Repair estimates are available at Epson’s time and materials rates. Please contact Epson if you have eligibility questions.

## D. How to Obtain Service

1. Once the Plan is activated, call toll-free (888) 377-6611 or call (562) 276-1305 (United States, Canada, and Puerto Rico) between the hours of 7:00 a.m. and 4:00 p.m., Pacific Time, Monday through Friday, for support. Support hours are subject to change without notice.
2. To obtain service, Customer will be asked to provide Epson with the model and serial number of the Product, the address where it is located, and a description of the problem. An Epson technician will provide telephone diagnostic support to determine whether the Product requires Service. If required, Service will be provided according to this Agreement.

## E. Services Limited

Service described in this Agreement is separate from the limited warranty provided at the time of your Product's original purchase. This Agreement does not modify the terms and conditions of that limited warranty.

1. **What Is Covered:** At its sole discretion, Epson will exchange your Product if it becomes inoperable or unable to perform according to Epson specifications due to defects in workmanship or materials during the Term of the Plan. No other coverage is included. This Agreement covers only hardware and mechanical failures related to the parts and components of the Product.
  - a. **Response Time:** If a determination that exchange is required occurs before 1:00 p.m., Pacific Time, Epson will usually ship a replacement Product to your location within the defined response time. If that determination is made after 1:00 p.m., Pacific Time, shipment will usually take an additional business day. Shipments to remote areas may require longer delivery times. An adult must be available to accept the Product delivery.
2. **What Epson Will Do to Correct Problems:** Should your Product become inoperable or unable to perform its function according to Epson specifications during the Term of the Plan, an Epson technician will work with you to resolve the problem and determine whether your Product requires hardware service. If Epson, at its sole discretion, determines Service is required, whole unit exchange Service will be used. The replacement product may be new or refurbished to the Epson standard of quality. Exchange products and parts assume the remaining period covered by this Plan. Customer data and applications cannot be restored and should be backed up by Customer.
3. **What This Plan Does Not Cover**
  - a. Any damage caused by misuse, abuse, improper installation, or neglect; disasters such as fire, flood, or lightning; or improper electrical currents, software, or interaction with non-Epson products.
  - b. Any damage caused by using inks or ink delivery systems other than the system for which the Product was designed.
  - c. Any damage, maintenance, or service arising from excessive or continuous use.
  - d. Any damage caused by using unsuitable media (see your *User's Guide* for details).
  - e. Any damage caused by, or any service for, third-party software, applications, parts, components, or peripheral devices added to the Product after its shipment from Epson, such as dealer- or user-added boards, components, or cables.
  - f. Any damage caused by installing the Product next to a heat source or directly in the path of an air vent or air conditioner.
  - g. Service when the Product is used outside the United States, Canada, or Puerto Rico.
  - h. Service if the Product label, logo, rating label, or serial number has been removed.
  - i. Any damage from service performed by anyone other than an Epson-authorized servicer.
  - j. Any service or replacement of consumable items or maintenance consumables, such as ink cartridges, ink supply units, ink packs, or pick-up rollers.
  - k. Any cosmetic damage or wear to Product casings or covers.
  - l. Any color change or fading of printed media, or reimbursement of materials or services required for reprinting.

- m. Any product or parts purchased as used, refurbished, or reconditioned.
- n. Any damage caused by using improper packaging materials or improper packing and shipping when returning a Product for repair or replacement. You will be invoiced for such shipping damages to the Product.
- o. Any problem or damage from operator or user error.
- p. Paint or refinishing of the Product.
- q. Installation, deinstallation, or reinstallation of the Product.
- r. Compensation for the consumption of supplies or maintenance consumables in the course of diagnostics, troubleshooting, maintenance, or repair.
- s. Enhancements to the form, fit, or function of the Product that may be represented in products sold by Epson at a later date.

#### 4. Customer Responsibilities

- a. Activate the Plan using the instructions emailed to Customer after purchase.
- b. Perform operator maintenance prescribed in the *User's Guide* on a regular basis. **Failure to complete proper and timely maintenance may result in Product failure. Service to repair the Product due to improper maintenance will be invoiced at Epson's time and materials rates.**
- c. Operate the Product under suitable conditions, in compliance with environmental requirements, and within specification as documented in the *User's Guide*.
- d. Unpack and install the replacement product. Pack your existing Product in the same or equivalent packaging and return to Epson using the shipping information supplied with the replacement product. You are responsible for securely packaging the defective unit and returning it to Epson within seven (7) working days of receipt of the replacement. Epson requires a debit or credit card number to secure the cost of the replacement product in the event that you fail to return the defective one.
- e. If Epson, at its option, offers return for repair service, you must package your Product in original or equivalent packaging and ship it to Epson or an Epson-authorized service facility as directed by an Epson technician. Upon return of the repaired Product, unpack and reinstall your Product. Epson is not responsible for damage due to inadequate customer packaging or shipping. Epson will not provide Service if the Product is moved outside of the United States, Canada, or Puerto Rico.

**Note:** If a claimed defect cannot be identified or reproduced once your original Product has been received by Epson, you will be held responsible for the costs incurred. You agree to be billed at Epson's time and materials rates if excluded services are necessary to restore your original Product to working condition and to pay such charges upon receipt of invoice.

- 5. **Charge for Matters Not Covered:** Epson is obligated to provide Service only within the terms stated in this Plan. Any labor, parts, or expenses used or incurred by Epson to provide service beyond these terms shall be paid by you at Epson's time and materials rates. Epson shall invoice you in such case and each invoice is due 30 days from receipt.
- 6. **Unserviceable Product:** In the event that Epson, after a commercially reasonable effort, is unable to provide Service, Epson may, at its discretion, offer a pro rata refund of the Plan amount you paid, or that same pro rata Plan purchase amount may be used toward the purchase of a new product or a service plan for a new product.

## F. Term, Cancellation, and Refunds

The Term of the Plan shall begin, as applicable, either on the purchase date of the Plan, the expiration date of the Epson limited warranty or of an Epson service plan, or for noncontinuous coverage, the purchase date of your Plan indicated on the receipt ("**Plan Start Date**"). The Plan shall expire on the expiration date of the Term of the Plan.

1. You may not assign or transfer this Agreement without the prior and express written consent of Epson. Please contact Epson (email customer.inquires@ea.epson.com or call 562-276-1305) to request consent. Any other purported transfer or assignment shall be void.
2. The right to cancel only applies to the original purchaser of this Plan and may not be transferred or assigned.
3. You may cancel this Plan by submitting your cancellation request in writing to the Epson dealer that sold you this Plan, or if you purchased this Plan directly from Epson to ATTN: Preferred Plus Cancellation, PO Box 93012, Long Beach, CA 90809-9941.
  - a. **Cancellation of Plans:** For written notice of cancellation received on or before the thirtieth day after the Plan Start Date, Customer will receive a 100% refund minus the cost of any Service provided. Service Costs shall be determined based on Epson's time and materials rates. For written notice of cancellation received after the thirtieth day following the Plan Start Date, Customer will receive a pro rata refund based on the number of months remaining in the Term of the Plan, minus any Service Costs and discounts received.
4. Epson may also cancel this Plan. In that case, Epson shall provide you with a written notice no fewer than 30 days prior to such cancellation at your last known address, with the effective date for the cancellation and the reason for cancellation. Prior notice is not required if the reason for cancellation is nonpayment of the purchase price of the Plan, a material misrepresentation, or substantial breach of duties by you relating to the covered property or its use. If Epson cancels the Plan, you will receive a pro rata refund of what you paid for the Plan (for example, for a cancellation occurring halfway into the Term of the Plan, you will be refunded one-half the amount you paid).
5. If you purchased this Plan directly from Epson and cancel the Plan in accordance with the terms of this Agreement and applicable law, Epson must remit a refund to you within 30 days. If Epson exceeds 30 days, then Epson is also required to pay you a penalty of 10% per month for the unpaid amount due and owed to you. The right to cancel and receive a refund and this penalty payment only applies to the original purchaser of this Plan and may not be transferred or assigned.

## G. ARBITRATION

ANY DISPUTE, CLAIM, OR CONTROVERSY ARISING OUT OF OR RELATING TO THIS AGREEMENT, OR THE BREACH, TERMINATION, ENFORCEMENT, INTERPRETATION, OR VALIDITY THEREOF, INCLUDING THE DETERMINATION OF THE SCOPE OR APPLICABILITY OF THIS AGREEMENT TO ARBITRATE, SHALL BE DETERMINED BY ARBITRATION IN ORANGE COUNTY, CALIFORNIA, BEFORE ONE ARBITRATOR. THE ARBITRATION SHALL BE ADMINISTERED BY JAMS PURSUANT TO ITS COMPREHENSIVE ARBITRATION RULES AND PROCEDURES OR PURSUANT TO JAMS' STREAMLINED ARBITRATION RULES AND PROCEDURES, AS APPLICABLE. THE ARBITRATOR SHALL FOLLOW ANY APPLICABLE FEDERAL LAW AND CALIFORNIA STATE LAW IN RENDERING AN AWARD. JUDGMENT ON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THIS CLAUSE SHALL NOT PRECLUDE PARTIES FROM SEEKING PROVISIONAL REMEDIES IN AID OF ARBITRATION FROM A COURT OF APPROPRIATE JURISDICTION.

## H. REMEDIES; DISCLAIMER OF WARRANTIES

EPSON'S SOLE AND EXCLUSIVE LIABILITY AND YOUR EXCLUSIVE REMEDY FOR EPSON'S FAILURE TO PERFORM IS THAT EPSON WILL, AT EPSON'S OPTION, REPERFORM THE SERVICE. THE WARRANTY AND REMEDY PROVIDED ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED TO THE TERM OF THIS AGREEMENT. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG IMPLIED WARRANTIES LAST, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

## I. EXCLUSION OF DAMAGES; EPSON'S MAXIMUM LIABILITY

**IN NO EVENT SHALL EPSON OR ITS AFFILIATES BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOST PROFITS OR REVENUE, COST OF SUBSTITUTE EQUIPMENT, DOWNTIME, DIMINUTION OF VALUE, LOST DATA, CLAIMS OF THIRD PARTIES, INCLUDING END USERS OR CUSTOMERS, OR INJURY TO PROPERTY, RESULTING FROM THE USE OR INABILITY TO USE THE EPSON PRODUCT OR OBTAIN SERVICE UNDER THIS AGREEMENT, WHETHER RESULTING FROM BREACH OF WARRANTY, BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), OR ANY OTHER LEGAL THEORY, REGARDLESS OF WHETHER SUCH DAMAGE WAS FORESEEABLE AND WHETHER OR NOT EPSON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL EPSON OR ITS AFFILIATES BE LIABLE FOR DAMAGES OF ANY KIND IN EXCESS OF THE ORIGINAL PURCHASE PRICE OF THE PLAN. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**

## J. Other Provisions

- 1. Force Majeure:** No party shall be liable or responsible to the other party, nor be deemed to have defaulted under or breached this Agreement, for any failure or delay in fulfilling or performing any term of this Agreement (except for any obligations to make payments to the other party hereunder), when and to the extent such failure or delay is caused by or results from acts beyond the impacted party's ("**Impacted Party**") reasonable control, including, without limitation, the following force majeure events: (a) acts of God; (b) flood, fire, earthquake, or other potential disasters or catastrophes, such as epidemics, pandemics, quarantines, or explosion; (c) war, invasion, hostilities (whether war is declared or not), terrorist threats or acts, riot, or other civil unrest; (d) government order, law, or actions; (e) embargoes or blockades in effect on or after the date of this Agreement; (f) national or regional emergency; (g) strikes, labor stoppages or slowdowns, or other industrial disturbances; (h) shortage of adequate power or transportation facilities; and (i) any other similar events or circumstances beyond the reasonable control of the Impacted Party.
- 2. Other Rights You May Have:** This Agreement gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
- 3. Choice of Law:** This Agreement and all matters arising out of or relating to this Agreement, whether sounding in contract, tort, or statute are governed by, and construed in accordance with, the laws of the State of California including its statutes of limitations and Cal. Civ. Code § 1646.5, without giving effect to the conflict of laws provisions thereof to the extent such principles or rules would require or permit the application of the laws of any jurisdiction other than those of the State of California.

# Service Plans

Model	Service plan product code	Printed sheets <sup>1</sup>	Sheet size
<b>D-Series</b>			
SureLab D500 Series	EPPSLD500E1	100,000	4 × 6-inch
SureLab D500 Series	EPPSLD500E2	100,000	4 × 6-inch

<sup>1</sup> Printed sheets are calculated based on carriage passes and can be viewed on the control panel display.

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