

# One-Year Epson Preferred<sup>SM</sup> Plus On-Site Commercial Service and Support Plan

for Epson® SureColor® Series Printers

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

This Plan document, along with the receipt for the purchase of the Plan, governs the Service that Customer will receive from us to protect the 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 SureColor series printers.

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

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

## Service Plan Highlights

- ★ On-site next business day response, as described in Section E, Subsection 3 (“**Response Time**”)
- ★ One (1)-year (12 months) of coverage
- ★ Labor and travel costs included

**Term of the Plan:** One (1) year (12 months) of coverage from the Plan Start Date, but the Plan could end sooner if the Product reaches the Use Limits.

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

We recommend Customer completes the section below and keep this document along with the return acknowledgment, a copy of the receipt for purchase of this Plan, and the receipt for the purchase of the Product for Customer’s records.

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> Use limit information can be viewed on a status sheet printout and/or 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 Customer has purchased a Plan. Epson will use commercially reasonable efforts to Service the 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 Customer purchased this Plan from an Epson dealer, that party is the seller of this Plan and Customer should keep the name and address of the dealer on file for Customer’s 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.

The Product comes with a one (1) year limited warranty. You may purchase service plans covering up to four (4) years on a year-to-year basis, or any combination thereof. Total coverage, including original limited warranty and service plan(s), for a single Product serial number cannot exceed five (5) years from the initial Product purchase date. This Plan is not available for purchase for Products that exceed the Use Limits which can be viewed on a status sheet printout and/or on the control panel display.

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., the limited warranty or service plan has expired), or the product is older than five (5) years, please contact Epson at (888) 377-6611 to discuss alternative service options. 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 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. 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 hardware 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 the 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 agrees to provide Service if the Product becomes inoperable or unable to perform according to Epson specifications due to defects in workmanship or materials during the Term of the Plan. Each Plan, if used in the United States, Canada, or Puerto Rico, provides coverage for either (i) one (1) year from the Plan Start Date, or (ii) until the Product has exceeded the Use Limits, whichever occurs first. A Plan is not transferable. No other coverage is included. This Agreement covers only hardware and mechanical failures related to the parts and components of the Product.
2. **What Epson Will Do to Correct Problems:** Should the Product become inoperable or unable to perform its function according to Epson specifications during the Term of the Plan and before it has reached the Use Limits (whichever occurs first), an Epson technician will work with Customer to resolve the problem and determine whether the Product requires hardware service. If so, at Epson's sole discretion, on-site repair will be used.
3. **Response Time:** If Epson determines a covered hardware defect requires repair, and the Product is within Epson's on-site service territory, an Epson-trained technician will repair the Product at Customer's facility. Epson will usually dispatch repair parts and a technician to the Product's location for the next business day if Epson determines repair is required prior to 1:00 p.m., Pacific Time. If that determination is made after 1:00 p.m., Pacific Time, dispatch will usually be for the second business day. Parts shipped to remote areas may require longer delivery times. An adult must be available to accept the parts delivery and be present at all times while the technician is on-site. Epson's shipment of service parts does not imply that replacement is required. When service involves the exchange of parts, the items/parts replaced become the property of Epson. The new items assume the remaining Term of the Plan of the original Product. Replacement parts may be new or remanufactured to Epson standards.
4. **What This Plan Does Not Cover**
  - a. Any damage caused by misuse, abuse, improper installation, or neglect; improper packaging or shipping, disasters such as fire, flood, or lightning; improper electrical currents, software problems, or interaction with non-Epson products.
  - b. Any damage caused by using inks or ink delivery systems other than the Epson ink system for which the Product was designed.
  - c. Any damage caused by using non-Epson media (unless the media was expressly recommended by Epson).
  - d. Loss of data.
  - e. Any damage, maintenance, or service arising from excessive or continuous use.
  - f. 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, e.g., dealer- or user-added boards, components, or cables.
  - g. Any damage caused by installing the Product next to a heat source or directly in the path of an air vent or air conditioner.
  - h. Service when the Product is used outside the United States, Canada, or Puerto Rico.
  - i. Service if the Product label, logo, rating label, or serial number has been removed.
  - j. Any damage from service performed by anyone other than an Epson-authorized servicer.

- k. Any service or replacement of consumable items or maintenance consumables such as ink cartridges, ink supply units, ink packs, pick-up rollers, ADF rollers, etc.
- l. Any cosmetic damage or wear to Product casings or covers.
- m. Any color change or fading of printed media, or reimbursement of materials or services required for reprinting.
- n. Any product or parts purchased as used, refurbished, or reconditioned.
- o. Any damage caused by using improper packaging materials or improper packing and shipping when returning a Product for repair or replacement. Customer will be invoiced for such shipping damages to the Product.
- p. Any problem or damage from Customer's failure to procure, install, or have maintenance performed on equipment or items not covered by this Agreement and on all non-Epson communications media and peripherals, including, without limitation, transmission lines, networks, and telephone equipment for the remote transmission of data; any electrical or mechanical work external to the Product; or maintenance, alterations, installation, deinstallation, and reinstallation of accessories, attachments, or other devices not furnished by Epson.
- q. Any problem or damage from operator or user error.
- r. Accessories, paint, or refinishing of the Product.
- s. Installation, deinstallation, or reinstallation of the Product.
- t. Compensation for the consumption of supplies or maintenance consumables during diagnostics, troubleshooting, maintenance, or repair.
- u. Enhancements to the form, fit, or function of the Product that may be represented in products sold by Epson at a later date.

## 5. Customer Responsibilities

- a. Activate the Plan using 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*.

**Note:** If a claimed defect cannot be identified or reproduced, Customer will be held responsible for costs incurred. Customer agrees to be billed at Epson's time and materials rates if excluded services are necessary to restore the Product to working condition and to pay such charges upon receipt of invoice.

- 6. **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 Customer at Epson's time and materials rates. Epson shall invoice Customer in such case and each invoice is due 30 days from receipt.
- 7. **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 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 an existing Plan, the expiration date of the Epson limited warranty, or for noncontinuous coverage, the purchase date of the Plan indicated on the receipt ("Plan Start Date"). The Plan shall expire on the one (1)-year anniversary of such Plan Start Date.

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](mailto: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.



# Use Limits Per Model

Use limit information can be viewed on a status sheet printout and/or on the control panel display.

Model	Service plan product code	Printed sheets <sup>1</sup>	Sheet size	Carriage passes
<b>F-Series</b>				
SureColor F2100 Series	EPPF2100S1	—	—	3,000,000
SureColor F2200 Series	EPPF2200S1	—	—	3,000,000
SureColor F6000 Series	EPPF6000S1	—	—	5,000,000
SureColor F7000 Series	EPPF7000S1	—	—	5,000,000
SureColor F9000 Series	EPPF9000S1	—	—	6,750,000
<b>P-Series</b>				
SureColor P5000 Series	EPPP5000S1 <sup>2</sup>	25,000	A2	3,000,000
SureColor P6000 Series	EPPP6000S1	20,000	A1	2,900,000
SureColor P6500 Series	EPPP6500S1	36,000	A1+ printed vertically	—
SureColor P7000 Series	EPPP7000S1	20,000	A1	2,900,000
SureColor P7500 Series	EPPP7500S1	18,000	A1+	—
SureColor P8000 Series	EPPP8000S1	20,000	B0	5,000,000
SureColor P8500 Series	EPPP8500S1	60,000	A0+ printed vertically	—
SureColor P9000 Series	EPPP9000S1	20,000	B0	5,000,000
SureColor P9500 Series	EPPP9500S1	18,000	B0	—
SureColor P20000 Series	EPPP20000S1	18,000	B0	3,500,000
<b>S-Series</b>				
SureColor S40000 Series	EPSP40000S1	—	—	6,750,000
SureColor S60000 Series	EPSP60000S1	—	—	6,750,000
SureColor S80000 Series	EPSP80000S1	—	—	6,750,000
<b>T-Series</b>				
SureColor T3200 Series	EPPT3200S1	20,000	A1+	1,450,000
SureColor T3400 Series	EPPT3400S1	15,000	A1+	—
SureColor T3700 Series	EPPT3700S1	60,000	A1+ printed vertically	—
SureColor T5100 Series	EPPT5100S1	10,000	A0	—
SureColor T5100M Series	EPPT5100MS1	10,000	A0	—
SureColor T5200 Series	EPPT5200S1	20,000	A1+	4,160,000
SureColor T5200DR Series	EPPT5200S1DR	20,000	A1+	4,160,000
SureColor T5400 Series	EPPT5400S1	15,000	A0	—
SureColor T5400M Series	EPPT5400MS1	15,000	A0	—
SureColor T5700 Series	EPPT5700S1	90,000	A1+ printed horizontally	—
SureColor T5700DM Series	EPPT5700DMS1	90,000	A1+ printed horizontally	—
SureColor T7200 Series	EPPT7200S1	20,000	B0+	5,000,000

Model	Service plan product code	Printed sheets <sup>1</sup>	Sheet size	Carriage passes
<b>T-Series</b>				
SureColor T7200DR Series	EPPT7200S1DR	20,000	B0+	5,000,000
SureColor T7700 Series	EPPT7700S1	90,000	A1+ printed horizontally	—
SureColor T7700DM Series	EPPT7700DMS1	90,000	A1+ printed horizontally	—

<sup>1</sup> Printed sheets are calculated based on carriage passes.

<sup>2</sup> Available only in the United States.

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