



Depot Support Plan

This program was developed as a cost effective alternative to a traditional On-Site full service hardware support plan.

If you are willing to take an active role in performing a portion of your overall POS maintenance, you can enjoy a reduction in the long term cost of ownership of your POS system.

However, if you have six (6) or less workstations, or if you do not have the time to take an active role in performing a portion of this work, you will find our traditional full On-Site Support Plan a much better value.

Necessary to compliment the Depot Plan, our Software Support & Help Desk Plan coverage is included in the total package.

All like products at a particular property must be covered under the same type of maintenance plan, (i.e.) we cannot cover some of your components under a full On-Site Support Plan, and other components under a Depot Support Plan.

You should also consider purchasing a minimum level of spare products, which we can provide at a significant discount. In the event of a failure of one of the installed products covered under the Depot Support Plan, you would disconnect the failed product and replace it with one of your spares.

You would then pack the defective product in the original packing material, and ship it to DCRS, where it will be repaired and returned to you for future use. The maximum repair turnaround time is 10 business days, and an express repair option is available. You will be responsible for freight charges to DCRS, and we are responsible for the return ground freight charges (excluding Express Freight).

Express Repair Option

This option is available for emergency repairs if the failed Depot product is received in relatively good condition. For an additional \$75.00 flat fee, we can ship the repaired or replacement product overnight (at your expense) within 3 business days of receipt.

This option is useful when you just cannot wait the possible 15 business day turnaround (based on a maximum repair time of 10 days, plus a round trip ground shipping time of 5 days). The \$75.00 additional express fee and overnight shipping charges will be invoiced to you.

Replaced products become the property of DCRS. Products received with signs of neglect, or accidental or identifying marks (major scratches, dents, etc.), may be deemed ineligible for the express repair option.

Other Considerations

The following products are eligible for Depot Support:

- Micros Workstation 4, Workstation 5, or Keyboard Workstation 4
- Micros PC Workstation
- Micros Thermal Roll/Remote Printer
- Micros Autocut Roll/Remote Printer
- Micros Cash Drawer
- Micros Network Cluster Controller (NCC)
- IBM SurePOS Terminal (for Specialty Retailers)
- IBM Printer
- IBM Cash Drawer
- Products not listed above can be considered, based on certain volumes

All eligible products within the same property must be covered under this program (coverage cannot apply to selected items). Spare product stocking guidelines can be discussed with one of our representatives. Spare products are offered to Depot customers at a Special Spare Discount, based on your initial discount and your purchase volume. Spare product discounts must be approved by our Vice President of Sales and are only available on spare products used in the Depot Plan. Added spare Micros products are covered under the Depot Plan at no additional charge, over and above the annual fees for non-spare Micros products. Added spare IBM SurePOS products do not apply to this program.

Depot spare products should be stored in a safe, dry, room temperature location, and remain in the original packing material. You will need this packing material for the safe return of the defective product. If you do not re-use this proper packing material, we must then return the repaired product back to you in the correct packing material, and charge you accordingly. You will be advised to maintain detailed records and waybills for all repairs sent in, in case of loss or damage.

We encourage you to contact our Help Desk for assistance in the removal and/or reinstallation of any Depot product. You will be instructed to call our Help Desk for a Repair Authorization number. After completing the "Return Repair Packing Slip", you will make a copy for your records and place a copy of the inside and outside for identification purposes.

We will replace or repair the defective product and ship it back to you within 10 business days (add additional time for ground shipping time), and we will be pay the return ground freight charges (excluding express freight).

Replaced products become the property of DCRS. We reserve the right to charge you on a time and materials basis for any Depot products received damaged by accident, act-of-god, negligence, abuse, spillage, improper repair, unauthorized modifications, or other exclusions from coverage, as outlined in the DCRS Customer Support Guide. The rate for time and materials repair is \$150.00 per hour, minimum in-shop repair at ½ hour. All time and materials repair must be authorized in advance by you.

As a normal course of business, we will perform preventive maintenance procedures on all depot equipment sent in for repair. If you request or require on-site service, you will be charged at our prevailing hourly rates, plus reasonable expenses (travel).