



Check Inn Systems Pty. Ltd.

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WARRANTY STATEMENT Rev3

All new Check Inn Systems products are sold with a standard 12 month hardware warranty and 90 day software warranty. The hardware warranty covers free parts replacement only for goods delivered as defective or which fail due to normal wear and tear. If identical parts are not available, a suitable replacement will be supplied at our discretion. It includes in factory labour and one way shipping costs. Failed parts for equipment not covered by service contract are to be returned to point of sale for examination and replacement. We hold spare parts for service contract clients. All other warranty parts are subject to replacement from our suppliers. No delivery time is promised for regular warranty replacements as in some cases we will rely on replacements from our own suppliers.

The software is delivered as is and the client accepts responsibility for evaluating fitness for use in their particular application prior to purchase. The warranty applies only as to supply of the software on suitable media or electronically in case of loss or destruction. Specialised Technical Services are commercially available during our standard business hours.

Our labour charges for non warranty services vary from time to time and will be quoted on request. Phone and Remote support would be invoiced in 15 minute increments (or part thereof). Onsite support has a minimum charge time per incident of 1 hour plus travel time and is then invoiced in 15 minute increments. After hours service where requested may be available by quotation. Third party services will be quoted separately if and when required. Third party and out of pocket expenses are charged at cost plus 15%.

In simple terms, if it breaks within 12 months—we fix it free of charge provided there is no damage caused by physical abuse of any sort including accidental or wilful impact, electrical overloads such as lightning or power supply surges.