

Contact Us!



CONSUMER
PRIORITY
SERVICE

Need Assistance?
Contact us with any questions:

Phone: (800) 905-0443
Online: www.cpscentral.com
Email: info@cpscentral.com
Fax: (888) 876-6451

www.cpscentral.com
(800) - 905 - 0443

Find Us Online!



Terms & Conditions

This Plan applies exclusively to the item(s) indicated on the original bill of sale that is specified to be warrantable and covered under this Plan, and sold in the United States.

Terms:

The Administrator agrees with the purchaser of the product(s) and this Plan (OWNER), to cover manufacturer's defects in materials and workmanship that are the result of normal usage for a period specified on your membership card, subject to a maximum coverage period of four (4) years after the manufacturer warranty has ended for a total of 5 years from the date of purchase. The Plan covers eligible products purchased as new and manufactured for use in the United States, which at the time of purchase included a Manufacturer's original written warranty valid in the United States providing minimum coverage of ninety (90) days parts and ninety (90) days labor. The Plan begins on the expiry date of the Manufacturer's Warranty and is between ADMINISTRATOR and the OWNER. This Plan pays for parts and labor for functional parts. Functional parts are those component parts that are critical to the performance of the product's essential function. Nonfunctional parts are those parts that are not critical, knobs, handles or cosmetic parts. ADMINISTRATOR will repair or replace the unit or any parts thereof, as required, subject to these terms and conditions. ADMINISTRATOR is not obligated to renew your Plan, however, if renewal coverage is offered, the price quoted will reflect current service costs and the age of the product. For replacement/exchange plans, we will either replace the Covered Product or settle the claim monetarily.

Registration:

This plan must be registered properly within 30 days of your invoice date. To register your plan, visit www.cpscentral.com and click the "Register Your Plan" button. If you prefer to register by telephone with a representative please call (800) 905-0443. Failure to properly register this plan may restrict or eliminate full coverage benefits under this plan.

To Arrange for Service:

Prior approval from Consumer Priority Service is required prior to the start of service. To initiate a claim please logon to www.cpscentral.com and click the "Make A Claim" link. Alternatively you may call the customer service desk at (800) 905-0443. Please have your original bill of sale and the Plan available so our Customer Service Representative is able to quickly arrange for service.

General Conditions:

Along with the wording of original equipment manufacturer's warranty, the following terms and conditions will apply:

- This Plan does not cover failure as a result of: misuse, abuse, rust or corrosion, spilled liquids or foreign objects found inside the equipment; repair of damage or food loss caused by accident, theft, fire, flood, external causes such as, but not limited to, blown fuses, inadequate electrical power, water and gas lines beyond the equipment, plugged drains or any use of the product not authorized by the manufacturer.
- The maximum liability of this Plan for product replacement or repair shall not exceed the original purchase price for the product.
- ADMINISTRATOR reserves the right to repair or replace the covered product with a comparable feature model of like kind and quality, i.e., MFG refurbished. Product replacement under this Plan will fulfill this agreement in its entirety and will discharge all further obligations under this Plan and the Plan shall terminate.
- This Plan does not cover deterioration of the appearance of the product, any cosmetic part or finish defects such as paint, porcelain, glass or plastic, dents, scratches, chips, breakage, loss, rust or peeling.
- Plan coverage is provided for authorized products only and does not cover any accessory such as power adaptors, special connective cables, mounts or remote controls.
- Any damage resulting from unauthorized replacement parts, improper service or modifications made to the covered product are not covered by this Plan.
- If no defect is found (no fault found) or repairs are denied based on the terms and conditions of the Plan, the Plan owner will be responsible for all costs incurred.
- Replacement of batteries, light bulbs, fuses, filters, print ribbons, print heads including non-removable print heads, toner cartridges, drums or any other products with a pre-determined life expectancy are excluded.
- Charges incurred for the following items are not covered by this Plan: shipping to and from the designated service center, set up/removal or installation, reformatting of hard drives and diskettes, system and software configuration or data recovery.
- Any loss occurring during the manufacturer's Plan is excluded and any loss due to failure to follow the manufacturer's recommended maintenance, specifications or operating instructions during the term of this Plan is excluded.
- ADMINISTRATOR and the Federally Licensed Insurance Company are released from all liability due to indirect, consequential or incidental damages.
- Any loss resulting from collision with another object or any damage while the product is in transit is excluded.

Terms and Conditions has been truncated. To request a full text version of the terms and conditions, please email your request to info@cpscentral.com.

Refer to the details of the contract for the full list, but there are some notable exclusions to your coverage.

- We do not cover items that are dead on arrival, fail within the first 30 days or have a pre-existing condition.
- We do not cover accessories & consumer replaceable parts (ie: batteries, ink cartridges, lenses, cables & other consumables).
- We do not cover software issues, including software for computers, cell phones...etc.
- Fraudulently misrepresented items are not covered.
- We do not cover stolen or lost products.

Transfer of Plan:

You may transfer your service contract to a new owner of the covered product by emailing notice of transfer to cs@cpscentral.com or calling (800) 905 - 0443. You must provide Consumer Priority Service the Serial number, proof of purchase of the service contract, the name, address, telephone number and email address of the new owner. A transfer fee of \$25.00 will apply.

Limit of Liability:

Our liability is limited to the original price of the covered equipment. This agreement will be terminated at the point total repair costs reach the lower of the original purchase price as indicated on your bill of sale or the current fair market value of the covered item.

Extended Warranty Protection



**The Easiest Way to
Protect Your Purchase**

**"Superior Warranty Protection
for Total Peace of Mind"**





Are You Protected?

How Protected Are You?

Most manufacturers limit their warranty periods to one year. It should come as no surprise that most problems occur after the first year is over.

If you are like most business owners, you don't want to deal with the inevitable problems surrounding costly repairs:

- ❓ Who do you call for service?
- ❓ Are they reliable?
- ❓ Will they perform a long lasting repair?
- ❓ How will you transport a large product?

The answer to these questions is actually simple.

You need to prepare for these issues today

Your retailer is an Authorized Consumer Priority Service Dealer. This means that they care about you and your product long after the purchase date.

As a CPS Dealer, your retailer can easily extend your manufacturer warranty by as much as four full years for a total of 5 years from the date of purchase.



Why do I need CPS?

Why do I need CPS?

Better Coverage

With CPS your coverage begins **AFTER** the manufacturer's coverage expires for a possible total of 5 years. That way with all our plans you are receiving additional years of coverage than what the manufacturer offers.

Total Coverage

CPS covers 100% parts and labor for your products.

Hassle Free Claims Process

One mouse click or phone call to arrange for professional hassle free repairs.

Repair Guarantee

If your unit cannot be repaired, it will be replaced.

No Lemon Guarantee

If your product fails three times due to the same malfunction, CPS will replace your unit free of charge.

On-Site Service

On oversized products, CPS will send a local authorized technician to complete the repair.



What's Included?

So What's Covered?



Materials & Workmanship Defects



Protection From Power Surges



Long-Term Protection For Total Peace of Mind

How do I register my plan?

Registering your CPS warranty is easy:

By Mail: Complete the mail in registration form.

By Phone: Call Toll-Free 1-800-905-0443.

On-Line: Log onto <http://www.cpscentral.com> and click the "Register Your Plan" link.

How do I file a claim?

File claims online 24 hours a day by logging on to your account at <http://www.cpscentral.com> and select "File Claim" under Claims. You may also call Customer Care at (800) 905-0443.

Say goodbye to costly repair bills, say hello to Consumer Priority Service!