



STANDARD WARRANTY AND HARDWARE MAINTENANCE (UNITED STATES)

NCR VOYIX
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USA

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STANDARD WARRANTY AGAINST DEFECTS

All Hardware purchased by you as an end user merchant/customer directly from NCR Voyix Corporation (“NCR Voyix”) or from an NCR Voyix authorized reseller includes a non-transferrable warranty on behalf of NCR Voyix’s third-party suppliers as designated in the applicable Order (each a “Supplier”) that Hardware will materially conform to its documentation and that Hardware will be free from material defects in workmanship upon the date of purchase and continue for 30 days (“**Equipment Warranty Period**”). When NCR Voyix is acting as a sales agent on behalf of its Supplier, Supplier is responsible for all warranty, maintenance and support obligations of the Hardware and can be contacted at the email address set forth in the applicable Order, unless you have purchased maintenance and support services from NCR Voyix for the Hardware, in such case, you will contact NCR Voyix for all warranty, maintenance and support obligations of the Equipment as set forth in this Section.

Qualifications: Hardware must be purchased new from NCR Voyix or from an NCR Voyix authorized reseller. The warranty against defects is only applicable to hardware purchased for use in the United States, including Alaska and Hawaii, with the NCR Voyix Silver or Aloha Cloud suite of applications.

Wear and tear, damage, and misuse are excluded and not covered by this warranty against defects.

HARDWARE MAINTENANCE

Purchased hardware: Includes 30-day Standard Warranty Against Defect as outlined above. Hardware Maintenance is available for an additional monthly charge, per hardware unit or hardware bundle. Some restrictions may apply. Hardware Maintenance coverage will continue if Hardware Maintenance charges are current.

Hardware as a Service (HaaS - subscribed hardware): Includes 30-day Standard Warranty Against Defect as outlined above. Hardware Maintenance is included, and coverage will continue, if HaaS monthly subscribed hardware fees are current. Title to subscribed hardware shall at all times remain with NCR Voyix and if NCR Voyix requires a label or other indicator of NCR Voyix’s interest to be placed on the Equipment, Customer will so apply the label or not remove any such label already affixed to the hardware.

- The following conditions apply for both purchased and subscribed hardware:
- Hardware Maintenance covers the replacement of hardware due to manufacturing defects.
- Hardware Maintenance does not cover replacement due to water damage, theft, loss, fire, improper use/abuse, or wear and tear.
- When replacing hardware for other than manufacturing defects, you will be charged NCR Voyix’s then-current retail list price (MSRP) for the replacement unit.
- Hardware Maintenance works on an advanced exchange basis, Next Business Day.
- NCR Voyix may replace defective units with refurbished units.
- Hardware Maintenance is only transferable in the case of a change of ownership if the new owner accepts Hardware Maintenance and continues to pay Hardware Maintenance fees.
- NCR Voyix’s then-current retail list price (MSRP) will apply, and you will be charged for any:
- Defective hardware items not returned to NCR Voyix within 30 days of replacement.
- The return of wrong hardware item (example: wrong serial number or product).
- Hardware returned for reasons other than malfunction or defect including, without limitation, reasons relating solely to physical appearance, aesthetic quality or other cosmetic factors, printer consumables, or broken cables and connectors will not be considered by NCR Voyix as qualifying for Hardware Maintenance coverage.
- Any break (cancellation, default, or breach) in the contract/service plan, billing terms, or NCR Voyix Merchant Agreement will automatically void Hardware Maintenance coverage.
- Hardware replacements are for “part only”. Technician not included.
- Billing account must be current.