Limited Warranty for the

Epson® TM-T20III

Terms and Conditions

Limited Warranty for Commercial Products

I.What Is Covered: Epson America, Inc. ("Epson") warrants to the first end-user customer that the Epson® TM-T20III printer covered by this limited warranty statement, if purchased and used in the Latin American countries listed on page 5, will conform to the manufacturer's specifications and will be free from defects in workmanship and materials for a period of 0 to 3 months, unlimited number of printed lines, and from 4 to 36 months or up to sixty million (60,000,000) lines, whichever occurs first ("Printer Warranty Period"), proof of purchase required. The Epson TM-T20III printer's auto-cutter, enclosed with the printer, will conform to the manufacturer's specifications and be free from defects in workmanship and materials for a period of 0 to 3 months, unlimited number of cuts, and from 4 to 36 months or up to one million five hundred thousand (1,500,000) cuts, whichever occurs first ("Cutter Warranty Period"). (The Cutter Warranty Period collectively with the Printer Warranty Period shall be referred to as the "Warranty Period".)

II. What Epson Will Do To Correct Problems: Please call the Epson Technical Support Centers support line identified on page 5 should your Epson TM-T20III printer prove defective during the Printer Warranty Period, or should the Epson TM-T20III auto-cutter prove defective during the Cutter Warranty Period.

III. Printer Exchange: Epson may, at its sole discretion, elect to replace a printer that for whatever reason appears to require technical services beyond the capability of repair. Under these rare circumstances, Epson may replace the printer with the same or a comparable printer refurbished to the Epson standard of quality. (The replacement printer will not include promotional materials, accessories, stands, documentation, manuals, software, or cables.) The customer must be able to receive, unpack, install the replacement printer, and prepare the defective printer for return shipment by following the procedures described in the user manual or documentation provided by Epson.

IV. What This Warranty Does Not Cover:

A. Standard Exclusions:

i. Any damage caused by misuse, abuse, improper installation, neglect, failure to maintain, improper packing or shipping, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Epson products.

ii. Any damage caused by using non-Epson Media (except for media expressly recommended by Epson).

iii. Any damage, maintenance or service arising from excessive or continuous use.

iv. 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.

v. Any damage caused by installing the printer next to a heat source or directly in the path of an air vent or air conditioner.

vi. Service where the printer label, logo, rating label, or serial number has been removed.

vii. Any damage from service performed by other than an Epson Authorized Servicer.

viii. Any cosmetic damage or wear to product casings or covers.

ix. Any color change or fading of printed media, garments, or reimbursement of materials or services required for reprinting.

x. Any product or parts purchased as used, refurbished, or reconditioned.

xi. Any damage caused by using improper packaging materials or improper packaging and shipping when retuning a product for repair or replacement. You will be invoiced for such shipping damages to product.

V. Product-Specific Exclusions

i. There is no warranty coverage once the printer has reached sixty million (60,000,000) lines.

ii. There is no warranty coverage on the auto-cutter once it has reached one million five hundred thousand (1,500,000) cuts.

VI. DISCLAIMER OF OTHER WARRANTIES: THE WARRANTY AND REMEDY PROVIDED ABOVE 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 WARRANTY PERIOD IDENTIFIED ABOVE. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID.

VII. EXCLUSION OF DAMAGES; EPSON'S MAXIMUM LIABILITY: Epson's sole and exclusive liability and your exclusive remedy for breach of warranty shall be limited to either, at Epson's option, repair or replacement as set forth above. If the above remedy fails for any reason, Epson's entire liability shall be limited to the price paid for the Epson product. Any action for breach of warranty must be brought within ninety (90) days of the warranty expiration. Epson is not liable for performance delays or for nonperformance due to causes beyond its reasonable control. Except as provided in this written warranty, neither Epson nor its affiliates shall be liable for any loss, inconvenience, or damage, including direct, special, incidental or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property, resulting from the use or inability to use the Epson products, whether resulting from a breach of warranty or any other legal theory. Some jurisdictions do not allow limits on

warranties or remedies for breach in certain transactions. In such jurisdictions, the limits in this paragraph and the preceding paragraph may not apply.

VIII. Disputes, Arbitration, Governing Laws:

A. Any controversy or claim arising out of or relating to Epson products or services or this agreement, shall be resolved by arbitration, rather than in court, in Los Angeles County. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis, available at https://www.jamsadr.com/about/ or by calling +1-949-224-1810 (outside the U.S.) or 1-800-352-5267 (within the U.S.), and under the rules set forth in this agreement. A single neutral arbitrator shall resolve disputes, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this agreement.

B. Pre-Arbitration Steps and Notice. Before submitting a claim for arbitration, you agree to try, for sixty (60) days, to resolve any dispute informally by contacting us at customer.inquires@ea.epson.com. Please include your name, address and contact information, the facts giving rise to the dispute, and the relief requested. You agree to act in good faith to resolve the dispute, but if you and Epson do not reach a resolution within the sixty (60) days, you may commence an arbitration.

C. Opt-out. You may elect to opt out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this agreement by sending a written letter to Epson America, Inc., ATTN: Legal Department, 3840 Kilroy Airport Way, Long Beach, CA 90806, within thirty (30) days of your purchase of the Epson products and/or services that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section VIII. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.

D. Judgment on the arbitration award may be entered in any court having jurisdiction. There is no judge or jury in arbitration and your grounds for appeal are limited, however, the arbitrator is empowered to grant relief and award you the same damages as a court could, including declaratory or injunctive relief.

E. Notwithstanding the foregoing, you may bring an individual action in a small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

F. Any action must be brought within three (3) months of the expiration of the warranty.

G. You and Epson each agree that any dispute resolution proceedings will be conducted only on an individual basis and not in a class, consolidated or representative action. If for any reason a claim proceeds in court rather than in arbitration, we each waive any right to a jury trial. We also both agree that you or we may bring suit in court to enjoin infringement or other misuse of intellectual property rights.

H. If any provision in this Section VIII is found to be unenforceable, that provision shall be severed with the remainder of this agreement remaining in full force and effect. The foregoing shall not apply to the prohibition against class, consolidated or representative actions in Section VIIIG above. This means that if Section VIIIG is found to be unenforceable, then all of Section VIII, except for this Section H shall be null and void.

Technical Support Centers

You can also speak to a service technician by calling one of these numbers. Please have your serial number available for the technical support specialist. Toll or long distance charges may apply.

Country	Telephone Number	Country	Telephone Number
Argentina	(54 11) 5167-0300 0800-288-37766	Guatemala*	1-800-835-0358
Bolivia*	800-100-116	Mexico Mexico City	01-800-087-1080 (52 55) 1323-2052
Chile	(56 2) 2484-3400	Nicaragua*	00-1-800-226-0368
Colombia Bogota	018000-915235 (57 1) 592-2200	Panama*	00-800-052-1376
		Paraguay	009-800-521-0019
Costa Rica	800-377-6627	Peru Lima	0800-10-126 (51 1) 418-0210
Dominican Republic*	1-888-760-0068		
Ecuador*	1-800-000-044	Uruguay	00040-5210067
El Salvador*	800-6570	Venezuela	(58 212) 240-1111

* Contact your local phone company to call this toll free number from a mobile phone.

If your country does not appear on the list, contact your nearest Epson sales office.

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