

Epson PreferredSM Plus Assisted Exchange Commercial Service and Support Plan

for Epson® WorkForce® Printers

Congratulations on your choice to protect and support your Epson WorkForce printer (“**Product**”). With the purchase of an Epson Preferred Plus Assisted Exchange Commercial Service and Support Plan (the “**Plan**” or “**Agreement**”), you (“**Customer**”) will receive expert technical support and the convenience of priority response if your Product’s hardware issue cannot be remedied over the phone.

This Plan document, along with your receipt for the purchase of the Plan, governs the Service that you will receive from us to protect your Product.

This Plan is only available to customers who meet the program requirements. It is offered to and intended only for our commercial customers of Epson WorkForce printers installed by Epson.

Please read these important legal Terms and Conditions, including an arbitration provision.

Your cancellation options are set forth in Section F, Term and Cancellation.

Service Plan Highlights

- ★ On-site next business day response as described in Section E, Subsection 1a (“**Response Time**”)
- ★ Coverage terms tailored to meet your business requirements
- ★ Product exchange with expert technical assistance
- ★ Labor and travel costs included

Term: One (1), three (3), or five (5) years from the Plan Start Date, depending on which Plan is purchased. The Plan could end sooner if your Product reaches the Use Limits or if it is moved from the original installation site. See the table at the end of this Plan for details.

Use Limits: See the table at the end of this Plan for model-specific information.¹

We recommend you complete the section below and keep this document along with the return acknowledgment, a copy of your receipt for purchase of this Plan, and the receipt for the purchase of your Product for your records.

Service Plan Product Code: _____

Activation Code: _____

Product Purchase Date: _____
MM/DD/YYYY

Product Serial No.: _____

Initial Product Installation Date: _____
MM/DD/YYYY

Plan Start Date: _____
MM/DD/YYYY

¹ Printed pages can be viewed on a status sheet printout and/or on the control panel display. A duplex print counts as two (2) sheets.

Terms and Conditions

A. Plan Overview

During the Term of this Plan (as defined in the Service Plan Highlights), Epson America, Inc. (“**Epson**”), or its designee, will provide priority technical telephone support and other services described herein (“**Service**”) for the Epson Product for which you have purchased a Plan. Epson will use commercially reasonable efforts to service your Product in accordance with this Agreement.

Epson is the seller and obligor of this Plan and the party that is financially and legally obligated to perform Service under this Agreement. Epson’s obligations under this Plan are backed by the full faith and credit of Epson, with its principal place of business located at 3131 Katella Ave., Los Alamitos, CA 90720.

B. Plan Fee

The fee for each Plan is payable in full before the Plan will be activated or before the expiration of a Plan then currently in effect. Customer is responsible for any taxes arising from the Service provided under this Agreement.

See Section F for cancellation details and applicability of a refund.

C. Eligibility

This Plan is offered to and intended only for our commercial customers. The Plan must be purchased within 90 days of the Product purchase. This Service is only available for Epson-installed Products at their original installation site. Customer must be prepared to submit proof of original purchase of the Product.

You may purchase a one (1)-, three (3)-, or five (5)-year Plan so long as coverage for a single Product serial number does not exceed five (5) years from the initial Product purchase date. This Plan is not available for purchase for Products that exceed the Use Limits or are moved from their original installation site. At Epson’s discretion, one (1)-year Plans may be renewed. Three (3)- and five (5)-year Plans are not renewable.

Products moved from their original installation site, in excess of Use Limits, or with noncontinuous coverage: If you are interested in purchasing a service plan from Epson and you have not had continuous coverage (i.e., your limited warranty or service plan has expired), your Product has been moved from its original installation site, or your Product is older than five (5) years, please contact Epson at (866) 245-3063 to discuss alternative service options. At Epson’s discretion, Products with noncontinuous coverage, that are no longer at their original installation site, or that are older than five (5) years, may become eligible for service coverage upon passing an operational inspection (inspection fees apply). Nonoperational Products may become eligible for service coverage after repairs have been made at Epson’s time and materials rates (“**Service Costs**”) and upon passing an operational inspection. Repair estimates are available at Epson’s time and materials rates. Please contact Epson if you have eligibility questions.

D. How to Obtain Service

1. Once the Plan is activated, you may call (866) 245-3063 between the hours of 7:00 AM and 4:00 PM, Pacific Time, Monday through Friday, for support. Support hours are subject to change without notice.
2. To obtain service, Customer will be asked to provide Epson with the model and serial number of the Product, the address where it is located, and a description of the problem. An Epson technician will provide telephone diagnostic support to determine whether the Product requires exchange. If required, Service will be provided according to this Agreement.

E. Services Limited

Service described in this Agreement is separate from the limited warranty provided at the time of your Product's original purchase. This Agreement does not modify the terms and conditions of that limited warranty.

1. **What Is Covered:** Epson agrees to exchange your Product if it becomes inoperable or unable to perform according to Epson specifications due to defects in workmanship or materials during the Term of the Plan. Each Plan provides coverage from the Plan Start Date to either (i) the end of the Term of the Plan, (ii) relocation of the Product, or (iii) until your Product has exceeded the Use Limits, whichever occurs first. A Plan is not transferable. No other coverage is included. This Agreement covers only hardware and mechanical failures related to the parts and components of the Product.
 - a. **Response Time:** If Epson determines the Product requires Service, an Epson-trained technician will exchange the Product at your facility. Epson will usually dispatch a technician and replacement product to your location for the next business day if a determination that exchange is required occurs prior to 1:00 PM, Pacific Time. If that determination is made after 1:00 PM, Pacific Time, dispatch will usually be for the second business day. Product shipments to remote areas may require longer delivery times. An adult must be available to accept the delivery and be present at all times while a technician is on-site.
2. **What Epson Will Do to Correct Problems:** Should your Product become inoperable or unable to perform its function according to specifications during the Term of the Plan and before it has reached the Use Limits (whichever occurs first), an Epson technician will work with you to resolve the problem and determine whether your Product requires hardware repair. If so, at Epson's sole discretion, assisted exchange will be utilized.
3. **What This Plan Does Not Cover**
 - a. Any damage caused by misuse, abuse, improper installation, or neglect; disasters such as fire, flood, or lightning; improper electrical currents, software problems, or interaction with non-Epson products.
 - b. Any damage caused by using inks or ink delivery systems other than the Epson ink system for which the Product was designed.
 - c. Any damage, maintenance, or service arising from excessive or continuous use.
 - d. 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.
 - e. Any damage caused by installing the Product next to a heat source or directly in the path of an air vent or air conditioner.
 - f. Service if the Product label, logo, rating label, or serial number has been removed.
 - g. Any damage from service performed by anyone other than an Epson-authorized servicer.
 - h. Service if the Product was installed by anyone other than an Epson-authorized installer.
 - i. Service if the Product was moved from its original installation site.
 - j. Consumables, supplies, accessories, and other expendable items identified as being replaceable by the user in the *User's Guide*. Consumables are items that wear out under normal use and must be replaced by the end user as needed.

- k. Any cosmetic damage or wear to product casings or covers.
- l. Any color change or fading of printed media, or reimbursement of materials or services required for reprinting.
- m. Any product or parts purchased as used, refurbished, or reconditioned.
- n. Any problem or damage from your failure to procure, install, or have maintenance performed on equipment or items not covered by this Agreement and on all non-Epson communications media and peripherals, including, without limitation, transmission lines, networks, and telephone equipment for the remote transmission of data; any electrical or mechanical work external to the Product; or maintenance, alterations, installation, deinstallation, and reinstallation of accessories, attachments, or other devices not furnished by Epson.
- o. Any problem or damage from operator or user error.
- p. Accessories, paint, or refinishing of the Product.
- q. Compensation for the consumption of supplies or maintenance consumables in the course of diagnostics, troubleshooting, maintenance, or repair.
- r. Enhancements to the form, fit, or function of the Product that may be represented in products sold by Epson at a later date.
- s. Problems or damage caused by Customer failure to perform user-level maintenance as documented in the *User's Guide*. This includes issues caused by improperly performing user-level maintenance. See the maintenance section of your *User's Guide* for in-depth maintenance instructions.

4. Customer Responsibilities

- a. Perform operator maintenance prescribed in the *User's Guide* on a regular basis. **Failure to complete proper and timely maintenance may result in Product failure. Service to repair the Product due to improper maintenance will be invoiced at Epson's time and materials rates.**
- b. Operate the Product under suitable conditions, in compliance with environmental requirements and within specification as documented in the *User's Guide*.
- c. Epson does not provide Service if the Product is moved from its original installation site.

Note: If a claimed defect cannot be identified or reproduced, you will be held responsible for costs incurred. You agree to be billed at Epson's time and materials rates if excluded services are necessary to restore your original Product to working condition and to pay such charges upon receipt of invoice.

- 5. **Charge for Matters Not Covered:** Epson is obligated to provide Service only within the terms stated in this Plan. Any labor, parts, or expenses used or incurred by Epson to provide service beyond these terms shall be paid by you at Epson's time and materials rates. Epson shall invoice you in such case and each invoice is due 30 days from receipt.
- 6. **Unserviceable Product:** In the event that Epson, after a commercially reasonable effort, is unable to provide Service, Epson may, at its discretion, offer a pro rata refund of the Plan amount you paid, or that same pro rata Plan purchase amount may be used toward the purchase of a new product or a service plan for a new product.

F. Term and Cancellation

The Term of the Plan shall begin, as applicable, either on the purchase date of your Plan, or for noncontinuous coverage, the purchase date of your Plan indicated on the receipt ("**Plan Start Date**"). Depending on the Plan purchased, it shall expire on the one (1)-, three (3)-, or five (5)-year anniversary of such Plan Start Date.

1. You may not assign or transfer this Agreement without the prior and express written consent of Epson. Please contact Epson (email customer.inquires@ea.epson.com or call 866-245-3063) to request consent. Any other purported transfer or assignment shall be void.
2. The right to cancel only applies to the original purchaser of this Plan and may not be transferred or assigned.
3. You may cancel this Plan by submitting your cancellation request in writing to ATTN: Preferred Plus Cancellation, PO Box 93012, Long Beach, CA 90809-9941.
 - a. **Cancellation of plans:** For written notice of cancellation received on or before the thirtieth day after the Plan Start Date, Customer will receive a 100% refund minus the cost of any Service provided. Service Costs shall be determined based on Epson's time and materials rates. For written notice of cancellation received after the thirtieth day following the Plan Start Date, Customer will receive a pro rata refund based on the number of months remaining in the Plan's Term, minus any Service Costs and discounts received.
4. Epson may also cancel this Plan. In that case, Epson shall provide you with a written notice no fewer than 30 days prior to such cancellation at your last known address, with the effective date for the cancellation and the reason for cancellation. Prior notice is not required if the reason for cancellation is nonpayment of the purchase price of the Plan, a material misrepresentation, or substantial breach of duties by you relating to the covered property or its use. If Epson cancels the Plan, you will receive a pro rata refund of what you paid for the Plan (for example, for a cancellation occurring halfway into the Plan's Term, you will be refunded one-half the amount you paid).
5. If you purchased this Plan directly from Epson and cancel the Plan in accordance with the terms of this Agreement and applicable law, Epson must remit a refund to you within 30 days. If Epson exceeds 30 days, then Epson is also required to pay you a penalty of 10% per month for the unpaid amount due and owed to you. The right to cancel and receive a refund and this penalty payment only applies to the original purchaser of this Plan and may not be transferred or assigned.

G. ARBITRATION

ANY DISPUTE, CLAIM, OR CONTROVERSY ARISING OUT OF OR RELATING TO THIS AGREEMENT, OR THE BREACH, TERMINATION, ENFORCEMENT, INTERPRETATION, OR VALIDITY THEREOF, INCLUDING THE DETERMINATION OF THE SCOPE OR APPLICABILITY OF THIS AGREEMENT TO ARBITRATE, SHALL BE DETERMINED BY ARBITRATION IN ORANGE COUNTY, CALIFORNIA, BEFORE ONE ARBITRATOR. THE ARBITRATION SHALL BE ADMINISTERED BY JAMS PURSUANT TO ITS COMPREHENSIVE ARBITRATION RULES AND PROCEDURES OR PURSUANT TO JAMS' STREAMLINED ARBITRATION RULES AND PROCEDURES, AS APPLICABLE. THE ARBITRATOR SHALL FOLLOW ANY APPLICABLE FEDERAL LAW AND CALIFORNIA STATE LAW IN RENDERING AN AWARD. JUDGMENT ON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION. THIS CLAUSE SHALL NOT PRECLUDE PARTIES FROM SEEKING PROVISIONAL REMEDIES IN AID OF ARBITRATION FROM A COURT OF APPROPRIATE JURISDICTION.

H. REMEDIES; DISCLAIMER OF WARRANTIES

EPSON'S SOLE AND EXCLUSIVE LIABILITY AND YOUR EXCLUSIVE REMEDY FOR EPSON'S FAILURE TO PERFORM IS THAT EPSON WILL, AT EPSON'S OPTION, REPERFORM THE SERVICE. THE WARRANTY AND REMEDY PROVIDED 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 TERM OF THIS AGREEMENT. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG IMPLIED WARRANTIES LAST, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

I. EXCLUSION OF DAMAGES; EPSON'S MAXIMUM LIABILITY

IN NO EVENT SHALL EPSON OR ITS AFFILIATES BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOST PROFITS OR REVENUE, COST OF SUBSTITUTE EQUIPMENT, DOWNTIME, DIMINUTION OF VALUE, LOST DATA, CLAIMS OF THIRD PARTIES, INCLUDING END USERS OR CUSTOMERS, OR INJURY TO PROPERTY, RESULTING FROM THE USE OR INABILITY TO USE THE EPSON PRODUCT OR OBTAIN SERVICE UNDER THIS AGREEMENT, WHETHER RESULTING FROM BREACH OF WARRANTY, BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), OR ANY OTHER LEGAL THEORY, REGARDLESS OF WHETHER SUCH DAMAGE WAS FORESEEABLE AND WHETHER OR NOT EPSON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL EPSON OR ITS AFFILIATES BE LIABLE FOR DAMAGES OF ANY KIND IN EXCESS OF THE ORIGINAL PURCHASE PRICE OF THE PLAN. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

J. Other Provisions

1. **Force Majeure:** No party shall be liable or responsible to the other party, nor be deemed to have defaulted under or breached this Agreement, for any failure or delay in fulfilling or performing any term of this Agreement (except for any obligations to make payments to the other party hereunder), when and to the extent such failure or delay is caused by or results from acts beyond the impacted party's ("**Impacted Party**") reasonable control, including, without limitation, the following force majeure events: (a) acts of God; (b) flood, fire, earthquake, or other potential disasters or catastrophes, such as epidemics, pandemics, quarantines, or explosion; (c) war, invasion, hostilities (whether war is declared or not), terrorist threats or acts, riot, or other civil unrest; (d) government order, law, or actions; (e) embargoes or blockades in effect on or after the date of this Agreement; (f) national or regional emergency; (g) strikes, labor stoppages or slowdowns, or other industrial disturbances; (h) shortage of adequate power or transportation facilities; and (i) any other similar events or circumstances beyond the reasonable control of the Impacted Party.
2. **Other Rights You May Have:** This Agreement gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
3. **Choice of Law:** This Agreement and all matters arising out of or relating to this Agreement, whether sounding in contract, tort, or statute are governed by, and construed in accordance with, the laws of the State of California including its statutes of limitations and Cal. Civ. Code § 1646.5, without giving effect to the conflict of laws provisions thereof to the extent such principles or rules would require or permit the application of the laws of any jurisdiction other than those of the State of California.

Service Plans and Use Limits

Printed pages can be viewed on a status sheet printout and/or on the control panel display. A duplex print counts as two (2) sheets.

Service plan product code	Term—years of coverage	Model series	Printed pages
EPPWFC579RAE1	1	WF-C579R	240,000
EPPWFC579RAE3	3		
EPPWFC579RAE5	5		
EPPDSKAE1	1	WF-M5799 WF-M5299	150,000
EPPDSKAE3	3		
EPPDSKAE5	5		
EPPSTC8090AE1	1	ST-C8090	80,000
EPPSTC8090AE3	3		
EPPSTC8090AE5	5		

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