

Warranties offered and managed by GenPOS

Eclipse™ Warranty, GenPOS Warranty, and Warranty Support from manufacturing partners of GenPOS.

Valid for customers located in Canada

Section 1 - Warranty on Eclipse™ Brand Products

This warranty applies only to products of the Eclipse™ brand from GenPOS.

1. Eclipse™ Limited Warranty

Subject to the declarations, exclusions and limitations below, GenPOS declares that the products Eclipse™ offered by GenPOS, an authorized reseller and / or authorized distributor, are conform to GenPOS specifications and will be free from manufacturing defects and / or assembly at the time of purchase by the authorized reseller, for the period of validity of the warranty.

If the Eclipse™ product is defective under this warranty, during the period of warranty validity, GenPOS undertakes to repair it free of charge, or to replace it by an equivalent product, at the sole discretion of GenPOS.

All parts and products subject to warranty become the property of GenPOS. The only and GenPOS' sole obligation is to repair, or pay for the repair, at the discretion of GenPOS, of the product submitted by the reseller or distributor. GenPOS can, on its own discretion, use new and / or remanufactured and / or equivalent parts in Eclipse™ warranty repairs. GenPOS is in no way, and cannot be held responsible, for any software and / or data that may be contained in a product delivered to GenPOS for warranty service. The only obligation of GenPOS is on the physical equipment.

2. Grant of warranty and non-transferability

The warranty on Eclipse™ products is extended to the reseller whose name appears on the original purchase invoice of the designated Eclipse™ product. The warranty is non-transferable, and only the holder of the original invoice can claim warranty service. GenPOS' obligations under this warranty are null and void when the request for warranty service comes from a third party.

3. Periods of validity of the Eclipse™ warranty

The period of validity of the limited warranty for Eclipse™ products may vary from product to product, and / or by component of a product. At all times, the warranty period begins on the date of the invoice for the purchase of the Eclipse™ product by the reseller at GenPOS or a distributor authorized by GenPOS. To find out the Eclipse warranty validity periods by product, please see Table 1 in the appendix.

4. Limitations and exclusions to the Eclipse™ warranty

GenPOS is not responsible, and can not be held responsible, for the use made by end users of Eclipse™ products. This warranty does not apply to products purchased second-hand, from a third party not authorized by GenPOS, from a private individual, or from any other company which is not recognized as an authorized reseller by GenPOS. GenPOS' obligations under this warranty are null and void when the request for warranty service comes from a third party.

The warranty on Eclipse™ products covers the quality of assembly and manufacture of the product, not its use. GenPOS cannot accept, and cannot be held responsible for, the warranty on Eclipse™ products which have been physically damaged, used improperly, neglected, not maintained according to specifications and good practices, modified or having received repairs by personnel not authorized in the eyes of GenPOS. In addition, GenPOS cannot be held responsible, and the warranty does not apply, when the products have suffered an accident of an electrical nature, have been vandalized, exposed to contaminants, suffer physical damages or received any other form of abuse according to GenPOS.

The normal and usual wear and tear of a product used in an environment and for a task for which it is designed, does not constitute a breach of the warranty, and GenPOS is not obligated to repair or replace free of charge any products submitted in warranty under this condition. (ex: Worn and insensitive resistive touch panels). Remanufactured, repaired and / or used products are not covered by this warranty.

5. Warranty eligibility on Eclipse™ products

To be eligible for GenPOS warranty service for an Eclipse™ product, the reseller must first submit a Return Merchandise Request (RMA) according to the instructions provided on the GenPOS website. The reseller must provide the following information when requesting:

- Name of the applicant company
- Name, email and phone number of the contact person at the dealer
- The number of the original purchase invoice
- The serial number of the product covered by the request.
- The return address of the merchandise if it differs from the reseller's address.
- A description of the problem.

Upon receipt of the request, GenPOS may, at its discretion, request additional information to validate the application, or not, of the warranty. Once the request is validated, an email will notify the reseller of the acceptance of the free service under warranty, or the out-of-warranty service with charges.

6. Eclipse™ Warranty Products and Services Terms

An Eclipse™ product accepted by GenPOS for warranty service must be returned to GenPOS, or an authorized GenPOS service center, at GenPOS' discretion. Shipping of the product is the responsibility of the reseller and cannot be charged to GenPOS.

GenPOS allows a period of at least one week to perform required repairs on an Eclipse™ product returned to service under warranty. If the delay should be longer, GenPOS will notify the reseller and give an approximate date, if possible, of availability. GenPOS cannot be held responsible for any inconveniences delay may cause the reseller.

GenPOS, upon completion of warranty service, will ship the Eclipse™ product to the address provided by the reseller, at our expense, by the designated carrier and type of service, and at GenPOS' sole discretion.

7. Period of validity of the modified warranty after repair.

An Eclipse™ product accepted by GenPOS for warranty service, repaired and / or replaced, and delivered to the customer, then has a modified warranty period. The new warranty is for a period equivalent to the balance of the original product warranty, if any, or 90 days covering only parts and labor, in the event that the original warranty on the product would already have expired.

Section 2 - GenPOS Warranty on OEM Systems

This warranty applies only to OEM PC systems assembled by GenPOS.

1. GenPOS Limited Warranty

Subject to the statements, exclusions and limitations below, GenPOS declares that the OEM systems and their components assembled and offered by GenPOS, an authorized reseller and / or an authorized distributor, conform to GenPOS specifications and will be free from manufacturing defects and / or assembly at the time of purchase by the authorized dealer, for the period of validity of the warranty.

If the OEM system and / or a component is defective under the terms of this warranty, and this during the period of validity of the warranty, GenPOS undertakes to repair it free of charge, or to replace it with an equivalent product, at the sole discretion of GenPOS.

All parts and products subject to warranty become the property of GenPOS. GenPOS' sole and exclusive obligation is to repair, or pay for, repair, at GenPOS' option, of the product submitted by the reseller or distributor. GenPOS may, at its sole discretion, use new and / or remanufactured and / or equivalent parts in warranty repairs. GenPOS is in no way, and cannot be held responsible, for any software and / or data that may be contained in a product delivered to GenPOS for warranty service.

2. Grant of warranty and non-transferability

The warranty on OEM systems assembled by GenPOS is granted to the reseller whose name appears on the original purchase invoice of the designated system. The warranty is non-transferable from one dealer to another, and only the original purchasing dealer can claim warranty service. GenPOS' obligations under this warranty are null and void when the request for warranty service comes from a third party.

3. Periods of validity of the GenPOS warranty

The limited warranty period of OEM systems assembled by GenPOS may vary from product to product, or by product component. At all times, the warranty period begins on the date of the invoice for the purchase of the OEM PC system by the reseller from GenPOS or a distributor authorized by GenPOS. To find out the GenPOS warranty validity periods per product, please see Table 2 in the appendix.

4. Limitations and exclusions to the GenPOS warranty

GenPOS is not responsible for, and cannot be held responsible for, the end user use of OEM PC systems assembled by GenPOS. This warranty is not valid for products purchased second-hand, from a third party not authorized by GenPOS, from a private individual, or from any other company which is not recognized as an authorized reseller by GenPOS. GenPOS' obligations under this warranty are null and void when the request for warranty service comes from a third party.

The warranty on OEM PC systems assembled by GenPOS covers the quality of the assembly of the system, and the computer components used. GenPOS cannot accept, and cannot be held responsible for the warranty on systems that have been physically

damaged, used improperly, neglected, not maintained according to specifications and good practices, modified or having received repairs by personnel not authorized in the eyes of GenPOS.

In addition, GenPOS cannot be held responsible, and the warranty does not apply, when the products have suffered an accident of an electrical nature, have been vandalized, exposed to contaminants, suffer physical damages accident or received any other form of abuse according to GenPOS.

The normal and usual wear and tear of a product used in an environment and for a task for which it is designed, does not constitute a breach of the warranty, and GenPOS is not obligated to repair or replace free of charge any products submitted in warranty under this condition. Remanufactured, repaired and / or used products are not covered by this warranty.

5. Warranty eligibility on GenPOS products

To be eligible for GenPOS warranty service, the reseller must first submit a Return Merchandise Request (RMA) according to the instructions provided on the GenPOS website. The reseller must provide the following information when requesting:

- Name of the applicant company
- Name, email and phone number of the contact person at the dealer
- The number of the original purchase invoice
- The serial number of the product covered by the request.
- The return address of the merchandise if it differs from the reseller's address.
- A description of the problem.

Upon receipt of the request, GenPOS may, at its discretion, request additional information to validate the application, or not, of the warranty. Once the request is validated, an email will notify the reseller of the acceptance of the service without charge under warranty, or service out of warranty and with charges.

6. Terms relating to GenPOS warranty products and services

An OEM PC System assembled by GenPOS and accepted for warranty service must be returned to GenPOS, or an authorized GenPOS service center, at GenPOS' discretion.

Shipping of the product is the responsibility of the reseller and cannot be charged to GenPOS. GenPOS allows a period of at least one week to perform required repairs on an OEM system returned to service under warranty. If the delay should be longer, GenPOS will notify the reseller and give an approximate date, if possible, of availability. GenPOS cannot be held responsible for any inconveniences delay may cause the reseller.

GenPOS, upon completion of warranty service, will ship the system to the address provided by the reseller, at our expense, by the designated carrier and type of service, and at GenPOS' sole discretion.

7. Period of validity of the modified warranty after repair.

An Eclipse™ product accepted by GenPOS for warranty service, repaired and / or replaced, and delivered to the customer, then has a modified warranty period. The new warranty is for a period equivalent to the original warranty balance of the product, if any, or 90 days, covering parts and labor only, in the event that the original warranty of the product is already expired.

Section 3 - Assistance with warranties from manufacturing partners

This warranty assistance from manufacturing partners applies only to products from international manufacturers for which GenPOS is the exclusive distributor in Canada.

1. Limited Partner warranties

Each GenPOS manufacturing partner whose products GenPOS distributes have their own policies and warranty terms. For these products, the manufacturer's warranty always takes precedence over the additional terms and warranties offered by GenPOS below.

GenPOS may, in its sole discretion, choose to refer a case of warranty service directly to the original manufacturer, and under the terms of the original manufacturer warranty. GenPOS is under no obligation to honor the warranties of other manufacturers for products offered through GenPOS.

2. GenPOS Limited Ancillary and Favorable Warranty Support

As a distributor of the products of its partner manufacturers, GenPOS undertakes to act as an intermediary between the reseller and the original manufacturer for the application of product warranties, for the specific period indicated below.

Based on the accuracy of the claims of its manufacturing partners, GenPOS agrees that the products offered by GenPOS, an authorized reseller and / or an authorized distributor, are believed to conform to specifications and free from manufacturing defects and / or 'assembly at the time of purchase by the authorized reseller, for the period of validity of the manufacturer's warranty.

If the manufacturing partner's product should prove to be defective under the terms of this favorable warranty, and this during the warranty period, GenPOS undertakes to repair it free of charge, or to replace it with an equivalent product, at the sole discretion of GenPOS. All parts and products subject to warranty become the property of GenPOS. GenPOS' sole and exclusive obligation is to repair, or pay for, repair, at GenPOS' option, of the product submitted by the reseller or distributor.

GenPOS may, at its sole discretion, use new and / or remanufactured and / or equivalent parts in warranty repairs. GenPOS is in no way, and cannot be held responsible, for any software and / or data that may be contained in a product delivered to GenPOS for warranty service. GenPOS may, in its sole discretion, choose to refer a case of warranty service directly to the original manufacturer, and under the terms of the original manufacturer warranty.

3. Grant of warranty and non-transferability

Warranty assistance on products from manufacturing partners is granted by GenPOS to the reseller whose name appears on the original purchase invoice for the affected product. The warranty is non-transferable from one dealer to another, and only the original purchasing dealer can claim warranty service. GenPOS' obligations under this warranty are null and void when the request for warranty service comes from a third party.

4. Period of validity of the Partner warranty and GenPOS preferential support

The period of validity of the limited warranty for the products of manufacturing partners vary from one to another. However, GenPOS grants the favor to its resellers and distributors, to manage the warranties of the manufacturing partners over a longer period, defined by GenPOS. At all times, the warranty period begins on the date of the invoice for the purchase of the product by the reseller from GenPOS or a distributor authorized by GenPOS. To find out the partner warranty support validity periods by product, please see Table 3 in the appendix.

5. Use

GenPOS is not responsible, and cannot be held responsible, for the use made by end users of partner products. GenPOS cannot offer warranty support for products purchased second-hand, from third parties not authorized by GenPOS, from an individual, or from any other source that is not recognized as an authorized reseller by GenPOS. GenPOS' obligations to a manufacturing partner warranty are null and void when the warranty service request comes from a third party. The warranty on partner products covers the quality of assembly and manufacture of the product, not its use.

GenPOS cannot accept, and cannot be held responsible for, the warranty on partner products that have been physically damaged, used improperly, neglected, not maintained according to specifications and good practices, modified or having received repairs by personnel not authorized in the eyes of GenPOS. In addition, GenPOS cannot be held responsible, and the warranty does not apply, when the products have suffered an accident of an electrical nature, have been vandalized, exposed to contaminants, suffer physical damages or received any other form of abuse according to GenPOS.

The normal and usual wear and tear of a product used in an environment and for a task for which it is designed, does not constitute a breach of the warranty, and GenPOS is not obligated to repair or replace free of charge any products submitted in guaranteed under this condition. (eg: Resistive touch panels worn and "hard" to use after a few months). Remanufactured, repaired and / or used products are not covered by this warranty.

6. Warranty eligibility on Eclipse™ products

To be eligible for GenPOS warranty service for a Manufacturer Partner product, the reseller must first submit a Return Merchandise Request (RMA) according to the instructions provided on the GenPOS website. The reseller must provide the following information when requesting:

- Name of the applicant company
- Name, email and phone number of the contact person at the dealer
- The number of the original purchase invoice
- The serial number of the product covered by the request.
- The return address of the merchandise if it differs from the reseller's address.
- A description of the problem.

Upon receipt of the request, GenPOS may, at its discretion, request additional information to validate the application, or not, of the warranty. Once the request is validated, an email will notify the reseller of the acceptance of the service without charge under warranty, or service out of warranty and with charges.

7. Terms relating to products and services in warranty partner support.

A partner product accepted by GenPOS for warranty service must be returned to GenPOS, or an authorized GenPOS service center, at GenPOS' discretion. Shipping of the product is the responsibility of the reseller and cannot be charged to GenPOS.

GenPOS allows a period of at least one week to perform required repairs on a partner product returned to service under warranty. If the delay should be longer, GenPOS will notify the reseller and give an approximate date, if possible, of availability. GenPOS cannot be held responsible for any inconveniences delay may cause the reseller.

GenPOS, upon completion of warranty service, will ship the Partner Product to the address provided by the reseller, at our expense, by the designated carrier and type of service, and at GenPOS' sole discretion.

8. Period of validity of the modified warranty after repair.

A partner product accepted by GenPOS for service under warranty assistance, repaired and / or replaced, and delivered to the customer, then has a modified warranty period. The new warranty is for a period equivalent to the original warranty balance of the product, if there is takes place, or 90 days, covering parts and labor only, in the event that the original product warranty has already expired.

Asus warranty on defective pixels on LCD / LED screens

Please note the Asus Defective Pixel Warranty Policy. GenPOS applies this policy. The table below is provided for your information, and may be subject to change by Asus without notice. Please check the Asus website for up-to-date information on this policy.

ASUS LCD Monitor Bright/Dark Dot Warranty Table :

Applied Models: General ZBD Models

After Purchase	Bright Dot	Dark Dot
12 months	0	≤5
13~36 months	≤3	≤5

Applied Models: PA Series

After Purchase	Bright Dot	Dark Dot
36 months	0	≤5

Applied Models: Non-ZBD Models

After Purchase	Bright Dot	Dark Dot
36 months	≤3	≤5

1. A Pixel consists of sub-pixels: one red, one green and one blue dot. A bright dot is a sub-pixel that is always on under Black pattern. A dark dot is a sub-pixel that is always off under any pattern.
2. Micro Dot, less than or equal to 1/2 dot (50µmφ), is excluded in the warranty
3. Non-ZBD/ZBD warranty models may vary from different regions.

Section 4 – APPENDICES

LEGEND	
A	UP TO ONE YEAR MAX
AA	UP TO TWO YEARS MAX
AAA	UP TO THREE YEARS MAX
A+++	UP TO THREE YEARS SUPPORT FROM GENPOS FOR ORIGINAL MANUFACTURER'S WARRANTY
*	CONSUMABLES, SEE NOTES & CONDITIONS

APPENDIX 1. ECLIPSE & LEGEND GUARANTEE

1. ECLIPSE WARRANTY PRODUCT	WARRANTY
RESISTIVE TOUCH PANELS (not including wear and tear)	AA
PCT TOUCH PANELS (GLASS)	AAA
TOUCH MONITORS (EXCEPT FOR RESISTIVE TOUCH PANELS)	AAA
ALL-IN-ONE SYSTEMS (EXCEPT FOR RESISTIVE TOUCH PANELS)	AAA
TABLETS	A
BARCODE SCANNERS	A
CASH DRAWERS	AAA
CUSTOMER DISPLAYS AND MINI-DISPLAYS	AAA
ALL OTHER ECLIPSE PRODUCT NOT MENTIONED ABOVE	AA

APPENDIX 2. GENPOS GUARANTEE

2. GENPOS WARRANTY PRODUCT	WARRANTY
PC SYSTEM ASSEMBLED BY GENPOS and NON-STANDARD CONFIGURATIONS (May not include components added-in)	AAA
STANDARD PC COMPONENTS NOT SOLD AS PART OF A FULLY ASSEMBLED PC (DOES NOT INCLUDE PERIPHERAL ACCESSORIES.)	SEE COMPONENT MANUFACTURER'S WARRANTY. A+++
ASUS DISPLAY MONITOR	SEE MANUFACTURER'S WARRANTY A+++
NETGEAR NETWORKING PRODUCTS	SEE MANUFACTURER'S WARRANTY A+++

APPENDIX 3. ASSISTANCE WITH MANUFACTURING PARTNERS 'GUARANTEES

3. PARTNER WARRANTY PRODUCT	WARRANTY
HPRT THERMAL RECEIPT PRINTERS	EXCEPT FOR PRINthead & AUTOCUTTER - AA
THERMAL PRINthead FOR HPRT RECEIPT PRINTERS	UP TO 150KM PRINTED *
HPRT AUTOCUTTER FOR THERMAL RECEIPT PRINTER	UP TO 2 MILLION CUTS *
JOLIMARK IMPACT PRINTER	A
LIQUOR CONTROL ACCESSORIES	A
CHAMPTEK BARCODE SCANNERS	A