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FIRST DATA FDCARE 3-Year Warranty

FDCARE Warranty Service Number: 877-298-6939

FD CARE protects your FD 130 terminal for a full 3 years and offers:

- Replacement device shipped FedEx overnight to your location†
- Free return shipping of defective device
- Toll-free support line to expedite replacement
- Eliminates costly and unexpected swap fees

The FD CARE Advance Replacement Plan (ARP) gives you the assurance that if your client's equipment goes down, you can get them back up and running as soon as the next business day. Standard manufacturer warranty processes can often take several weeks before your device is repaired and returned - meanwhile your clients business suffers.

Failures covered by this plan include all failure types covered by the original equipment manufacturer (OEM) warranty. FD CARE covers all cost components including the replacement equipment, shipping of the replacement equipment and return shipping of the defective equipment for a period of three years. With just one phone call, you can take care of equipment emergencies and know that your clients business won't miss a beat.

*Next business day delivery requests received before 4:00pm CT ship same business day.
Otherwise ship next business day.*

For official terms and conditions, visit

www.shopmerchantsupplies.com/SF8/TermsConditions.aspx

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ARP PROGRAM SERVICES DESCRIPTION		
Description	Terms	Notes
ARP Program Fee Payment Terms	In accordance with the Agreement	All ARP Program Fees are due at the time of new equipment purchase pursuant to the terms of the Agreement.
Replacement Equipment Orders	Web or Phone In	ARP swap order/replacement requests (i) must be completed and submitted by a FDHS certified level-one or level-two help desk provider prior to a replacement unit being approved for shipment by FDHS and (ii) may be made via FDHS's approved order entry methods including phone in, FDHS Web and FDHS approved websites. Customer must provide verification of the purchase of equipment (i.e., proof of purchase). FDHS Help Desk: 877-298-6939..
Swap Desk	Included	Limited troubleshooting provided by FDHS on a case-by-case basis, as applicable.
NPF Fee	\$50.00	NPF fees apply to all ARP Program equipment whether replacement equipment is provided from the FDHS Inventory or the Customer Inventory.
Outbound Shipping	Next Business Day	Included in ARP Program.
Inbound Shipping	Ground	Included in ARP Program.
Equipment Return Period	Forty-five (45) days after receipt of new equipment	Initial Call tag provided with replacement equipment shipment; 2nd and 3rd call tags initiated fifteen (15) days apart after replacement equipment has been shipped. FDHS will invoice Customer for the full-price of the unreturned replacement equipment after forty-five (45) days.
Cut-off Times	5:30 PM ET	All ARP Program orders placed by 4:00 PM CT will ship the same day. Otherwise, the order will ship next business day.
Out-of-Box Failure	Thirty (30) days	FDHS will replace out-of-box failure equipment free of charge within thirty (30) days of initial equipment purchase.
Accessories	Items to be Returned with Defective Equipment	The following accessories must be returned with defective equipment for all replacement equipment provided from the FDHS Inventory. Accessory return is not required for replacement equipment provided from the Customer Inventory. (a) Check Scanners: Power supply, USB cable, inkjet cartridge (b) Credit Card and Multi-lane Equipment: Power Supply and cables