

## Extended Warranty Service (Hardware Only)

Service Feature	Call Options Hours & Days	Response Options
Warranty Service	8 am to 5 pm PST-Web service 24 hrs Monday to Friday	30 day turnaround of part upon receipt by Aperto

The Aperto® Multi-Year Warranty Service is available to clients who wish to extend the warranty period up to three years for return-to-factory repair/replacement. Typical products included on these contracts comprise of spares and non-critical hardware products. Critical products can be addressed through other service contracts that offer faster response options. This service provides a 30-day turnaround of the part received by Aperto -- plus, should a problem occur, all repair expenses will be covered by one low-cost fee. This helps to keep disruption to business to an absolute minimum.

### Terms

The annual service offering is available for up to 2 years after the warranty expires. Beyond the 2 years will require Aperto management approval.

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