



## **SERVICE AND REPAIR POLICY**

All Service provided by Sawgrass Technologies on the Direct Advantage systems is Depot Level, unless arrangements have been accepted and approved by the Technical Services and Call Center manager. Depot-Level service means the printers will have to be shipped back to Sawgrass for repair and, once repaired, returned to the customer. Depot-Level service and "out-of-warranty" service will be handled and charged in the following manner:

### **Depot-Level Warranty Service**

- Printers under warranty will be repaired at Sawgrass' physical location, with the expense of the repair and freight to and from the customer paid by Sawgrass.

### **Depot-Level Repair Service**

Applies to all Direct Advantage printers out of warranty. All repairs to Direct Advantage printers need to be authorized and approved by the Technical Services and Call Center manager before repairs can begin. In addition, charges must be settled, and full payment is required, before the machine can be returned to the customer.

#### **Customers are responsible for:**

- Prepaid shipment from their location to Sawgrass
- A \$75.00 Diagnostic Fee
- Parts Costs associated with the repair in accordance with the Published Parts List
- Labor rate at \$75.00 / hour
- Freight from Sawgrass Technologies to the customer's location.