

Warranty

- ATM Express works closely with its vendors to ensure you receive quality ATM equipment. Unfortunately, equipment failures will occur. Triton and Tranax each offer a parts warranty program which allows you to exchange failed parts with new ones. The terms and conditions of the warranty program can be located on the ATM Express website at <http://atmexpress.com/partsservices.htm>.
- To ensure a smooth warranty process, you must read, understand, and comply with **all** terms and conditions of the warranty programs. As of January 1, 2004, ATM Express will require a signed representation by our customers, that the warranty terms and conditions have been read and understood prior to the order of any parts under the warranty program.
- All warranty claims and orders must be initiated through our technical support group. Calling us first will help you diagnose the problem correctly and help insure that you receive the correct part.
- Upon a warranty order, you will receive a notice via mail that a warranty part has been ordered and shipped to you. The notice will include the vendor, the part description, the serial number of the related ATM, the date of shipment, the Returned Merchandise Authorization (RMA) number, and the date the failed part needs to be returned to the vendor.
- When you receive the new part, you will find RMA information and certain paperwork within the packaging. **DO NOT THROW THE FAILED PART, THE PACKAGE OR ITS CONTENTS AWAY.** Please read and complete all paperwork and return as instructed.
- The failed ATM part and completed RMA paperwork, must be returned to the vendor in the packaging provided with the shipment of the new part. Parts that are damaged in shipping may not be warranted.
- You must ensure that the RMA number and information is clearly affixed to the failed part and boldly noted on the outside of the return packaging. Do not return more than one part in a single box. Doing so may slow the warranty process and could result in loss of warranty on the related parts.
- It is very important that the failed part is returned to the vendor by the indicated date. Failure to do so closes the warranty claim and the related part is billed as a parts order with the related invoice due immediately. We have been informed by the vendors that once the warranty claims is closed, **IT WILL NOT BE RE-OPENED...NO EXCEPTIONS.**
- **RETAIN COPIES OF ALL TRACKING AND RMA NUMBERS AND DOCUMENTS** in case of discrepancies regarding warranty part returns.
- Vandalism, power surges, lighting strikes, etceteras, and normal wear are not defects and therefore not covered by the warranty program. If we are notified that

the failed part is not covered under the warranty, the new part you have received will be invoiced as a part order and due immediately. Please be aware that you are responsible for all charges associated with warranty claims made by your merchants.

- ATMs that are shipped to you “dead on arrival” (DOA) may not be returned under the warranty program. The failed parts within the DOA machine must be claimed under the parts warranty process as described above.
- ATMs that are damaged in shipping must be reported to ATM Express within three days of receipt. Retain all cartons and packaging materials. Please take photos of the damage.
- **OPEN ATM BOXES AND CHECK CONTENTS FOR DAMAGE IMMEDIATELY UPON RECEIPT.**
- Due to time limits on the warranty period, we advise you to install machines quickly and not keep them in your “unused inventory” for extended periods.

Triton Warranty

- Triton provides a 13-month, from date of shipment, parts warranty program. Triton or ATM Express does not offer a labor warranty program for Triton equipment.
- Warranty parts are shipped to you via UPS ground with no charge to you. However, shipping charges for failed parts returned to Triton are not covered and are paid by you.
- Upon request, Triton will ship warranty parts overnight. You will be charged an expedite fee and the overnight shipping charges in those cases.
- In addition to the notice discussed above, you will receive an invoice for the replacement part. The invoice numbers will begin with “W”. These warranty invoices are not due, but will remain on your account until ATM Express receives notification from Triton that the failed part has been returned and was found to be defective under the warranty program. You will then receive credit for the related invoice.
- If we are notified that the warranty part claim is rejected, or if they were not returned to Triton within the required time frame, **the warranty invoice will be made due immediately.**
- Triton’s warranty program requires that you return the failed part to Triton within **45 days.**
- **If you fail to return the defective parts to Triton within 45 days, or the parts are determined by Triton not to be defective, or fail to fill out the forms properly or fail to return the forms; you will be charged for the parts and shipping and handling fees.**

Tranax Warranty

- Tranax provides a 12-month, from date of shipment, parts warranty program.
- Warranty parts are shipped to you via FedEx overnight delivery with no charge to you. In addition, Tranax provides a FedEx Call Tag Number which allows you to return the failed part via FedEx with no shipping charge to you.
- Unlike Triton, you will not receive an invoice for the replacement part in addition to the notice discussed above at the time of shipment.
- If we are notified that the warranty part claim is rejected, or if they were not returned to Tranax within the required time frame, **an invoice will be sent you as a parts order and will be due immediately.**
- Tranax' warranty program requires that you return the failed part to Tranax within **30 days.**
- **If you fail to return the defective parts to Tranax within 30 days, or the parts are determined by Tranax not to be defective, or fail to fill out the forms properly or fail to return the forms; you will be charged for the parts and shipping and handling fees.**
- Please note that the Tranax warranty policy states that they may supply refurbished (used) parts for warranty replacement.