



Warranty Program for the EPSON Stylus® Pro Large Format Printers



*Priority
Technical Support*

*Toll-Free
Phone Number*

On-Site Repair

*Security and
Peace of Mind*

CPD-12421

*Please open this booklet and record your unique Unit ID Number.
You will need it to take full advantage of the Preferred Warranty.*



Warranty Program for the EPSON Stylus® Pro Large Format Printers



Welcome and Congratulations

Congratulations on your purchase of an EPSON Stylus Pro large format ink jet printer. Your printer is designed to produce large format, amazingly photo-realistic output using genuine Epson inks, cartridges and media. To ensure your complete satisfaction with the printer's performance, Epson is pleased to include the EPSON Preferred limited warranty plan.

This 1 year limited warranty plan includes priority toll-free technical support and on-site response for the hardware repair of your printer. Should you have a question or experience a problem with your printer, simply call the exclusive EPSON Preferred toll-free number, select the technical support option, and enter your Unit ID Number as described in this booklet. Since this is an exclusive line, your call will be answered promptly.

Please review the information contained in this booklet. You'll find your personal Unit ID Number, which enables access to the exclusive EPSON Preferred Toll-Free Number. You will need this number along with your printer's serial number to take advantage of our Preferred Service. For your convenience, we've included a sheet of labels for you to use as an easy reminder of how to access the Preferred Service. Simply write in the Unit ID and serial numbers and place the label in plain view on your printer, and in your business card file for reference; keep the rest for future use. You'll find our complete terms and conditions for this 1 year limited warranty at the end of this booklet, under "Terms and Conditions – Limited Warranty for Commercial Products."

Once again, congratulations and welcome to the EPSON Preferred Family.

.....

Purchasing Extended Service: the EPSON Preferred Plus Plan

The EPSON Preferred Plan offers premium warranty service for 1 year. We'd like to inform you of the opportunity to extend that premium level of service for an additional 1 or 2 years through the EPSON Preferred Plus Plan – Epson's extended service contracts for the EPSON Stylus Pro large format printers. Just purchase the Preferred Plus Plan and you'll continue to have access to our toll-free priority technical support line and on-site hardware service. You may purchase the Preferred Plus Plan at any time while your printer is covered under the standard warranty.

You can obtain detailed terms and pricing information, and purchase a 1 or 2 year Preferred Plus Plan, from your participating EPSON Stylus Pro dealer or from the Epson Store at www.epson.com.



.....

For EPSON Preferred Technical Support

**Follow these easy steps to
obtain technical support.**

Step 1: Have your serial number available:

Step 2: Call toll-free 888-377-6611.*

Step 3: Follow the voice prompt instructions.

Step 4: Enter your Unit ID Number.

Step 5: Be prepared to work with the Technical Support
Specialist to diagnose the problem.

Operating Hours: Monday through Friday, 6 AM to 8 PM
Saturday, 7 AM to 4 PM (Pacific Time)

Note: Weekend support hours are subject to change without notice.

* While your printer is under warranty, if you experience difficulty using your Unit ID Number to access the Toll-Free Preferred line, please call 562-276-1305 during normal business hours so we may resolve the problem.

.....

Terms and Conditions

Limited Warranty for Commercial Products

What Is Covered: Epson America, Inc. ("Epson") warrants to the first end-user customer that the EPSON Stylus Pro large format ink jet printer covered by this limited warranty statement, if purchased and given normal use in the United States or Canada, will conform to manufacturer's specification and will be free from defects in workmanship and materials for a period of one year from the date of original purchase. Epson also warrants that the consumable ink cartridges enclosed with the printer will perform to the manufacturer's specified usage, which usage may expire before the expiration of the limited warranty of the Epson printer.

What Epson Will Do To Correct Problems: Should your large format printer prove defective during the warranty period, please call the toll-free support line identified in this booklet. This line will be answered between 6:00 AM and 8:00 PM Pacific Time, Monday through Friday, and between 7:00 AM and 4:00 PM Pacific Time on Saturday (excluding Epson recognized holidays). Weekend hours are subject to change without notice. When you call, please be prepared to provide your printer's serial number, which is needed to verify that the printer is still under warranty. (You may also need to provide proof of purchase if warranty coverage cannot be verified by the serial number.) An Epson call center technician will work with you to try to resolve the problem, and if your printer needs repair, diagnose the issue and determine what parts may be required. If hardware repair is required, Epson will arrange for the service of your printer.

On-Site Response: If the printer needs hardware repair and you are within Epson's on-site service territory, an Epson Authorized Servicer will be contacted to make the repair at your facility. Epson will usually dispatch repair parts and a technician to your location for the next business day if determination that repair is required occurs prior to 3:00 PM Pacific Time. If that determination is made after 3:00 PM, or during weekend hours, dispatch will be for the second business day. An adult must be available to accept the parts delivery and be present at all times while a technician is on-site. Epson's shipment of service parts does not imply that replacement is required. For both on-site and depot repair, parts may be new or remanufactured to Epson standards. Repair parts (until installed) and replaced parts are the property of Epson. Repair parts assume the remaining warranty period of the original product.

Printer Exchange: Epson may, at its sole discretion, elect to replace a printer that for whatever reason appears to require technical services beyond the capability of field repair. Under these circumstances, Epson will replace the printer with the same or comparable printer refurbished to the Epson standard of quality. (The replacement printer will not include promotional materials, accessories, stands, documentation, manuals, software, or



An abstract, light-colored geometric pattern consisting of various shapes like triangles, squares, and circles, some with internal patterns, set against a dark background.

cables.) The customer must be able to receive, unpack, and install the replacement printer, and prepare the defective printer for return shipment by following the procedures described in the user manual. The repacked defective printer will be picked up by a carrier designated by Epson. If the defective product is not prepared for return within 7 business days of receipt of the replacement printer, the customer will be invoiced at the prevailing manufacturer's suggested retail price for the replacement printer. The replacement printer assumes the remaining warranty period of the original product.

Epson Depot Repair Response: If your location is outside Epson's on-site service territory, you must ship your printer to Epson for repair. Areas outside the on-site service territory include, for example, U.S. territories and possessions. It is your responsibility to properly prepare the printer for shipping as described in your documentation and securely package it in its original container or equivalent. Epson will repair your printer within 7 business days following receipt and then return it to you via best available method. It is your obligation to re-assemble the repaired printer.

What This Warranty Does Not Cover:

- 1) Any damage caused by using unsuitable inks or ink delivery systems in the printer. Please note that your printer is set up for use with a specific kind of ink. Use of the wrong kind of ink (for example, use of dye ink in a printer set up for pigment ink) may cause damage not covered by the warranty. Also, use of bulk ink delivery systems may cause damage not covered by the warranty.
- 2) Any damage caused by use of non-Epson inks, ink cartridges or media.
- 3) Any damage caused by third-party software, applications, parts, components or peripheral devices added to the product after its shipment from Epson, e.g. dealer or user-added boards, components, or cables.
- 4) Any damage caused by misuse, abuse, improper installation, neglect, improper shipping, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Epson products.
- 5) Any damage from service performed by other than an Epson Authorized Servicer.
- 6) Service when the printer is used outside the U.S. and Canada.
- 7) Service where the printer label, logo, rating label, or serial number has been removed.

DISCLAIMER OF WARRANTIES: THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID.

Remedies: Your exclusive remedy and Epson's entire liability for a material breach of this Agreement will be limited to a refund of the price paid for the Epson products covered by this warranty. Any action for breach of warranty must be brought within 15 months of the date of original purchase. Epson is not liable for performance delays or for nonperformance due to causes beyond its reasonable control. Except as provided in this written warranty, neither Epson nor its affiliates shall be liable for any loss, inconvenience or damage, including direct, special, incidental or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property resulting from the use or inability to use the Epson products, whether resulting from a breach of warranty or any other legal theory. Some jurisdictions do not allow limits on warranties or remedies for breach in certain transactions. In such jurisdictions, the limits in this paragraph and the preceding paragraph may not apply.

In Canada, warranties include both warranties and conditions.

Governing Laws: Any dispute arising out of this Agreement will be settled by arbitration to be conducted in Los Angeles, California, in accordance with the commercial Arbitration Rules of the American Arbitration Association, and Judgement upon award rendered by arbitrator(s) may be entered into any court having jurisdiction thereof. This agreement shall be construed in accordance with the laws of the State of California, except that the arbitration clause shall be enforced pursuant to the Federal Arbitration Act.





Warranty Program for the EPSON Stylus® Pro Large Format Printers

EPSON and EPSON Stylus are registered trademarks of Seiko Epson Corporation.

EPSON Preferred is a service mark of Epson America, Inc.

© 2001 Epson America, Inc.

Epson America, Inc. – P.O. Box 93012 - Long Beach, CA 90809-9941 – MS: 6-40

EPSON® *Preferred Plus*
Premium Support and Protection Plan



*EPP10B1 1 Year Premium Upgrade
for the EPSON Stylus® Pro 10000 Series Printer*

CPD-12436

*You must enroll to activate coverage!
Retain this document as proof of purchase.*



.....

Welcome to Preferred Plus

Dear Preferred Plus Member:

Congratulations on your choice to extend the protection and support of your EPSON Preferred Plan. Whether you chose to purchase the 1-year or 2-year plan, you will continue to receive priority technical support and the convenience of having priority response if your printer hardware problem cannot be remedied over the phone.

You must enroll in a Preferred Plus Service Plan to receive your benefits. The enrollment card data will allow us to identify you as a Preferred Plus Member, and to extend the priority Toll Free access and support privileges of your existing UNIT ID Number. After verification of your enrollment card and data, Epson will return a Preferred Plus Plan acknowledgment detailing the effective dates of your continuing coverage. You will typically receive the acknowledgment within 14 days of Epson's receipt of your enrollment card.

Also included in this booklet are the full terms and conditions for the Epson Preferred Plus Service Plan. If you have any problems gaining access to the Preferred Support Line at 888-377-6611 please contact us at 562-276-1305 during normal business hours so we may resolve the problem.

.....

Activation Instructions

Please mail in your enrollment card right away. You must enroll in a Preferred Plus Service Plan to receive your benefits. Simply complete and mail the original enrollment card (no copies), along with the dated proof of purchase for your printer, in the self-addressed stamped envelope.

We recommend you also complete this section and maintain this document along with the return acknowledgment for your records.

Product Code: **EPP10B1**

Certificate No.

Printer Purchase Date: _____

Printer Serial No.: _____

7 Digit Unit ID#: _____

Date Enr. Card Mailed: _____

EPSON AMERICA, INC.
ATTN: PREFERRED PLUS ENROLLMENT REP.
PO BOX 93012
LONG BEACH, CA 90809-9941





.....

Terms and Conditions

A. EPSON's Responsibilities

During the term of this agreement, Epson America, Inc. ("Epson") or its designee will provide priority telephone technical support and the other service described in these Terms and Conditions (the "Service") for the products you have selected for extended service coverage. The product is the EPSON Stylus Pro 10000 series printer (the "Printer", also referred to as "Product"). Epson is financially and legally obligated for performing Service under this Agreement.

B. Fee

The fee for the Preferred Plus Support Plan is payable in full before the Preferred Plus Support Plan will be activated and is non-refundable. The fee for any renewal term shall be paid prior to expiration of the current term. Customer is responsible for any taxes arising for the services provided under this Agreement.

C. Eligibility

Customer must purchase the Preferred Plus Support Plan while the printer is covered under the standard warranty to be eligible for enrollment. Customer must be prepared to submit proof of original purchase when purchasing the Preferred Plus Support Plan.

D. How To Obtain Services

Customer may obtain Service by following these procedures:

1. Once the Preferred Plus Support Plan is activated, please call Epson when the Product requires repair by using the same toll-free number identified in the EPSON Preferred Warranty booklet included with the Printer at the time of purchase and entering the Unit ID number. The toll-free number will be answered between the hours of 6:00 AM and 8:00 PM Pacific time, Monday through Friday and between 7:00 AM and 4:00 PM Pacific time on Saturday (excluding Epson recognized holidays). Weekend support hours are subject to change without notice.
2. Customer must provide Epson with the model and serial number of the Product, the address where the defective Product is located, and a description of the problem. An Epson service technician will provide telephone diagnostic service to determine whether the Product requires hardware repair. If repair is required, Service will be provided during the term of the Preferred Plus Support Plan according to the terms and conditions of the limited warranty program included with the Product at the time of purchase. Please refer to the Limited Warranty statement for details. If Service cannot be provided on the Printer for any reason during the term of this Agreement and Epson no longer sells the same model, Epson will replace the Product with the model of equal or superior value.

E. Services Limited

1. Service described in this Agreement is a supplement to the limited warranty provided with the Product at the time of sale. This Agreement does not modify the terms and conditions of that limited warranty. No other kinds of services are included.
2. This Agreement excludes those services listed below. Customer agrees to be billed at Epson's standard rates if excluded services are necessary to restore Product to working condition and to pay such charges upon receipt of invoice. Services excluded from this Agreement are:
 - a. Service related to periodic maintenance of the Waste Ink System. The need for this service is indicated on the Printer's front control panel as either "MAINTENANCE REQ. 0100" or "SERVICE REQ. 00000100".





- b. Any damage caused by using unsuitable inks or ink systems in the Printer.
Please note that all Epson large format printers are designed for use with a specific ink set and changing or mixing of consumables, whether Epson branded or third party, is not recommended. Note the following examples:
 - dye-sublimation inks
 - pigmented inks (in a Printer set up for dye inks)
 - dye inks (in a Printer set up for pigmented inks)
 - bulk ink delivery systemsUse of any of the above may cause damage not covered by this plan.
- c. Any damage caused by use of non-Epson inks or ink cartridges.
- d. Any damage caused by third-party software, applications, parts, components or peripheral devices added to the product after its shipment from Epson, e.g., dealer or user-added boards, components, or cables.
- e. Any damage caused by misuse, abuse, improper installation, neglect, improper shipping, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Epson product.
- f. Any damage from service performed by other than an Epson Authorized Servicer.
- g. Service when the Printer is used outside the U.S. and Canada.
- h. Service where the Printer label, logo, rating label, or serial number has been removed.

F. Term, Renewal and Cancellation

1. The term of this Agreement shall begin on the expiration date of the limited warranty included with the Printer and expire on the 1-year or 2-year anniversary date, depending on the length of coverage purchased. This Agreement may be renewed for an additional period of time upon purchase of a new agreement. Epson reserves the right not to agree to renewals.
2. Customer will not receive a refund in the event of the Product being returned, sold, lost, stolen, or destroyed.

G. Warranty Disclaimer

EPSON MAKES NO WARRANTIES, EXPRESS OR IMPLIED, RELATING TO THE PREFERRED PLUS SUPPORT PLAN SERVICES PROVIDED IN THIS AGREEMENT AND SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

H. Limitation of Liability

1. Customer's right to recover damages shall be limited to moneys actually paid by Customer to purchase this Agreement. This limitation shall apply regardless of the form of action. Any action for breach of this Agreement must be brought within six months of termination of this Agreement and any extension thereof.
2. Except as provided in this Agreement, neither Epson nor its affiliates or agents shall be liable for (a) any loss, inconvenience, or damage, including direct, special, incidental, or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property, resulting from the use or inability to use the Product, whether resulting from a breach of any expressed or implied warranty or any other legal theory, or (b) delay in furnishing or failing to furnish Service if such a delay is caused by an act of God, strike, governmental action or any cause beyond Epson's reasonable control. Some jurisdictions do not allow limits on implied warranties or on remedies for breach in certain transactions. In such jurisdictions, the limits of this and the preceding paragraph may not apply.

I. General

1. This Agreement is the complete and exclusive Agreement between the parties. No Epson employee or other person is authorized to make any representations or statements, which are inconsistent with this Agreement. Any such representations or statements are void.
2. Any controversy or claim arising out of or relating to this Agreement, or the breach hereof, shall be settled by arbitration to be conducted in Los Angeles, California, in accordance with the Commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. This Agreement shall be construed in accordance with the laws of California, except the arbitration clause which shall be enforced pursuant to the Federal Arbitration Act.





EPSON and EPSON Stylus are registered trademarks of Seiko Epson Corporation.
EPSON Preferred is a service mark of Epson America, Inc.
© 2001 Epson America, Inc.
Epson America, Inc. – P.O. Box 93012 – Long Beach, CA 90809-9941 – MS:6-40

1 Year Extended Service Plan for EPSON Stylus Pro 10000 Printer

Product Code **EPP10B1**

Certificate No:

Mr. ☐ 01

First Name

Middle Initial

Last Name

Ms. ☐ 02

Title

Company

Mailing Address

City

State / Province

Country

Zip Code (U.S. only)

Postal Code (Canada only)

U.S. ☐ 01

Canada ☐ 02

Is this mailing address a

Area Code / Phone Number

Residence ☐ 01

Business ☐ 02

Ext.

Day ☐ 01

Eve ☐ 02

Email Address

Product Serial Number

7 Digit Unit I.D. No:

Printer Purchase Date

(Must be within 90 days of Service Plan enrollment)

Customer Signature

Date

I have read and agree with the terms and conditions for the Preferred Plus Service Plan.

If dealer is completing this form, please indicate the following:

Dealer Service Account Number

Dealer Phone Number

Periodically, Epson would like to inform you of new product updates and special promotions.

Please let us know how you would like to be contacted:

☐ Via Email

☐ Via Mail

☐ I prefer that Epson not contact me.

Extended Service Enrollment for
EPSON Stylus® Pro 10000 Printer

Please detach and complete this enrollment form and return it to EPSON in the enclosed envelope.

EPSON® *Preferred Plus*
Premium Support and Protection Plan



*EPP10B2 2 Year Premium Upgrade
for the EPSON Stylus® Pro 10000 Series Printer*

CPD-12435

*You must enroll to activate coverage!
Retain this document as proof of purchase.*



.....

Welcome to Preferred Plus

Dear Preferred Plus Member:

Congratulations on your choice to extend the protection and support of your EPSON Preferred Plan. Whether you chose to purchase the 1-year or 2-year plan, you will continue to receive priority technical support and the convenience of having priority response if your printer hardware problem cannot be remedied over the phone.

You must enroll in a Preferred Plus Service Plan to receive your benefits. The enrollment card data will allow us to identify you as a Preferred Plus Member, and to extend the priority Toll Free access and support privileges of your existing UNIT ID Number. After verification of your enrollment card and data, Epson will return a Preferred Plus Plan acknowledgment detailing the effective dates of your continuing coverage. You will typically receive the acknowledgment within 14 days of Epson's receipt of your enrollment card.

Also included in this booklet are the full terms and conditions for the Epson Preferred Plus Service Plan. If you have any problems gaining access to the Preferred Support Line at 888-377-6611 please contact us at 562-276-1305 during normal business hours so we may resolve the problem.

.....

Activation Instructions

Please mail in your enrollment card right away. You must enroll in a Preferred Plus Service Plan to receive your benefits. Simply complete and mail the original enrollment card (no copies), along with the dated proof of purchase for your printer, in the self-addressed stamped envelope.

We recommend you also complete this section and maintain this document along with the return acknowledgment for your records.

Product Code: **EPP10B2**

Certificate No. _____

Printer Purchase Date: _____

Printer Serial No.: _____

7 Digit Unit ID#: _____

Date Enr. Card Mailed: _____

EPSON AMERICA, INC.
ATTN: PREFERRED PLUS ENROLLMENT REP.
PO BOX 93012
LONG BEACH, CA 90809-9941





.....

Terms and Conditions

A. EPSON's Responsibilities

During the term of this agreement, Epson America, Inc. ("Epson") or its designee will provide priority telephone technical support and the other service described in these Terms and Conditions (the "Service") for the products you have selected for extended service coverage. The product is the EPSON Stylus Pro 10000 series printer (the "Printer", also referred to as "Product"). Epson is financially and legally obligated for performing Service under this Agreement.

B. Fee

The fee for the Preferred Plus Support Plan is payable in full before the Preferred Plus Support Plan will be activated and is non-refundable. The fee for any renewal term shall be paid prior to expiration of the current term. Customer is responsible for any taxes arising for the services provided under this Agreement.

C. Eligibility

Customer must purchase the Preferred Plus Support Plan while the printer is covered under the standard warranty to be eligible for enrollment. Customer must be prepared to submit proof of original purchase when purchasing the Preferred Plus Support Plan.

D. How To Obtain Services

Customer may obtain Service by following these procedures:

1. Once the Preferred Plus Support Plan is activated, please call Epson when the Product requires repair by using the same toll-free number identified in the EPSON Preferred Warranty booklet included with the Printer at the time of purchase and entering the Unit ID number. The toll-free number will be answered between the hours of 6:00 AM and 8:00 PM Pacific time, Monday through Friday and between 7:00 AM and 4:00 PM Pacific time on Saturday (excluding Epson recognized holidays). Weekend support hours are subject to change without notice.
2. Customer must provide Epson with the model and serial number of the Product, the address where the defective Product is located, and a description of the problem. An Epson service technician will provide telephone diagnostic service to determine whether the Product requires hardware repair. If repair is required, Service will be provided during the term of the Preferred Plus Support Plan according to the terms and conditions of the limited warranty program included with the Product at the time of purchase. Please refer to the Limited Warranty statement for details. If Service cannot be provided on the Printer for any reason during the term of this Agreement and Epson no longer sells the same model, Epson will replace the Product with the model of equal or superior value.

E. Services Limited

1. Service described in this Agreement is a supplement to the limited warranty provided with the Product at the time of sale. This Agreement does not modify the terms and conditions of that limited warranty. No other kinds of services are included.
2. This Agreement excludes those services listed below. Customer agrees to be billed at Epson's standard rates if excluded services are necessary to restore Product to working condition and to pay such charges upon receipt of invoice. Services excluded from this Agreement are:
 - a. Service related to periodic maintenance of the Waste Ink System. The need for this service is indicated on the Printer's front control panel as either "MAINTENANCE REQ. 0100" or "SERVICE REQ. 00000100".



- 
- b. Any damage caused by using unsuitable inks or ink systems in the Printer.
Please note that all Epson large format printers are designed for use with a specific ink set and changing or mixing of consumables, whether Epson branded or third party, is not recommended. Note the following examples:
- dye-sublimation inks
 - pigmented inks (in a Printer set up for dye inks)
 - dye inks (in a Printer set up for pigmented inks)
 - bulk ink delivery systems
- Use of any of the above may cause damage not covered by this plan.
- c. Any damage caused by use of non-Epson inks or ink cartridges.
- d. Any damage caused by third-party software, applications, parts, components or peripheral devices added to the product after its shipment from Epson, e.g., dealer or user-added boards, components, or cables.
- e. Any damage caused by misuse, abuse, improper installation, neglect, improper shipping, disasters such as fire, flood, lightning, improper electrical currents, software problems, or interaction with non-Epson product.
- f. Any damage from service performed by other than an Epson Authorized Servicer.
- g. Service when the Printer is used outside the U.S. and Canada.
- h. Service where the Printer label, logo, rating label, or serial number has been removed.

F. Term, Renewal and Cancellation

1. The term of this Agreement shall begin on the expiration date of the limited warranty included with the Printer and expire on the 1-year or 2-year anniversary date, depending on the length of coverage purchased. This Agreement may be renewed for an additional period of time upon purchase of a new agreement. Epson reserves the right not to agree to renewals.
2. Customer will not receive a refund in the event of the Product being returned, sold, lost, stolen, or destroyed.

G. Warranty Disclaimer

EPSON MAKES NO WARRANTIES, EXPRESS OR IMPLIED, RELATING TO THE PREFERRED PLUS SUPPORT PLAN SERVICES PROVIDED IN THIS AGREEMENT AND SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

H. Limitation of Liability

1. Customer's right to recover damages shall be limited to moneys actually paid by Customer to purchase this Agreement. This limitation shall apply regardless of the form of action. Any action for breach of this Agreement must be brought within six months of termination of this Agreement and any extension thereof.
2. Except as provided in this Agreement, neither Epson nor its affiliates or agents shall be liable for (a) any loss, inconvenience, or damage, including direct, special, incidental, or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property, resulting from the use or inability to use the Product, whether resulting from a breach of any expressed or implied warranty or any other legal theory, or (b) delay in furnishing or failing to furnish Service if such a delay is caused by an act of God, strike, governmental action or any cause beyond Epson's reasonable control. Some jurisdictions do not allow limits on implied warranties or on remedies for breach in certain transactions. In such jurisdictions, the limits of this and the preceding paragraph may not apply.

I. General

1. This Agreement is the complete and exclusive Agreement between the parties. No Epson employee or other person is authorized to make any representations or statements, which are inconsistent with this Agreement. Any such representations or statements are void.
2. Any controversy or claim arising out of or relating to this Agreement, or the breach hereof, shall be settled by arbitration to be conducted in Los Angeles, California, in accordance with the Commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. This Agreement shall be construed in accordance with the laws of California, except the arbitration clause which shall be enforced pursuant to the Federal Arbitration Act.





EPSON and EPSON Stylus are registered trademarks of Seiko Epson Corporation.
EPSON Preferred is a service mark of Epson America, Inc.
© 2001 Epson America, Inc.
Epson America, Inc. – P.O. Box 93012 – Long Beach, CA 90809-9941 – MS:6-40

2 Year Extended Service Plan for EPSON Stylus Pro 10000 Printer

Product Code **EPP10B2**

Certificate No:

Mr. ☐ 01

First Name

Middle Initial

Last Name

Ms. ☐ 02

Title

Company

Mailing Address

City

State / Province

Country

Zip Code (U.S. only)

Postal Code (Canada only)

U.S. ☐ 01

Canada ☐ 02

Is this mailing address a

Area Code / Phone Number

Residence ☐ 01

Business ☐ 02

Ext. _____

Day ☐ 01

Eve ☐ 02

Email Address

Product Serial Number

7 Digit Unit I.D. No:

Printer Purchase Date

(Must be within 90 days of Service Plan enrollment)

Customer Signature

Date

I have read and agree with the terms and conditions for the Preferred Plus Service Plan.

If dealer is completing this form, please indicate the following:

Dealer Service Account Number

Dealer Phone Number

Periodically, Epson would like to inform you of new product updates and special promotions.

Please let us know how you would like to be contacted:

☐ Via Email

☐ Via Mail

☐ I prefer that Epson not contact me.

Extended Service Enrollment for
EPSON Stylus® Pro 10000 Printer

Please detach and complete this enrollment form and return it to EPSON in the enclosed envelope.