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## TSC Extended Warranty Program

### Frequently Asked Questions

#### **Q. What are the benefits of purchasing a TSC Extended Warranty?**

**A.** Purchasing a TSC Extended Warranty will ensure that your label printer always is in top working condition and also is a cost-effective way of planning your annual maintenance budget. Under our extended warranty program, you can return your printer to TSC's certificated repair center, where it will receive the finest care by specially trained TSC factory technicians, who will restore it to factory specifications.

#### **Q. What are the coverage options through TSC Extended Warranty program?**

**A.** Three different coverage options from 1 year to 3 years are available.

#### **Q. When my printer needs to be serviced what should I do?**

**A.** You can contact TSC Technical Support to determine if the printer issue can be solved via the telephone or email. If we are unable to solve the problem, a return materials authorization (RMA) form will be provided to you, or you can log into the TSC website to fill in an [RMA online form](#). You will need either the agreement number or serial number of your printer when calling. When receiving your request, TSC Technical Support will help guide you through the steps to return the printer.

#### **Q. How long will it take to repair my printer?**

**A.** TSC will make its best effort to service your printer within of 4 (four) business days, commencing on the date the printer is received by TSC and ending on the date of shipment from TSC Certificated Repair Center.

#### **Q. How often can I return my printer during the term of the agreement?**

**A.** There is no limit to the number of times you can return a defective printer to TSC. We don't expect you to have many problems with your TSC printer during its lifetime. However, if a problem does arise, you can be confident that the printers covered under TSC can be returned an unlimited number of times for repair service.