

Advanced Exchange Service

For all hardware equipment purchased from CBS and covered under an agreement, an *Advance Exchange "Spare in the Air"* service model is used. When a hardware failure occurs, the client calls the CBS Support Center where standard diagnosing and triaging will take place.

1. When a hardware replacement is needed, CBS will advance ship the equipment to the client 2-day air via common carrier. Tickets escalated prior to 2 PM Pacific will be shipped the same day. Calls received after 2 PM will be sent the following business day.
2. Once the advance replacement equipment arrives and is unpacked at the client site, the site manager will power down the defective equipment, remove it, and install the like replacement.
3. The defective equipment is put in the same box using the same packing material to ensure the equipment is packed securely. *(If packing is not used, damage may occur during shipment; the customer will be responsible for any such damages or replacement value. Abuse if defined as.)* What is not covered is equipment damaged by acts of negligence by the client's employees, damages due to fire, earthquake, misuse/accident, spillage, disaster, electrical spikes/surges and electrical malfunctions, loss of ground, utility disruptions, and weather.
4. The client will return ship the defective equipment to CBS according to the instructions in the replacement box:
 - a. Contact the CBS Support Center @ 1-800-551-7674, ext. 1 for an RMA Number.
 - b. Ship **ground** service to CBS, Inc., 12 Morgan, Irvine, CA 92618
 - c. The return one-way shipment is the responsibility of the client.
 - d. The defective equipment must be received at CBS within 30 days from the advance replacement delivery date or the customer will be invoiced for the unit at the then prevailing rates.
5. In the event, a service technician is required on site; the restaurant manager will contact CBS Support Center and request an onsite support person. The client understands that this is a "billable" event and an invoice will be generated for onsite service. CBS will make arrangements with a service partner.

Service Delivery Expectations

CBS Support Services agrees to meet the delivery standards outlined above with an achievement target of 90%. Although CBS will work towards minimizing such occurrences; there may be times where conditions exist beyond CBS' control, unexpected business issues that may hinder timely support.

- Remote geography
- Weather conditions
- Unique issues with hardware
- Restaurant management requests that we reschedule
- Shipping Delays