

***Your Bank
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Burroughs
Payment Systems

Burroughs SmartSource Advanced Exchange Maintenance Program

Under this program, The Service Desk will troubleshoot the existing problem and if they are unable to resolve the issue by phone Burroughs will ship an Exchange Unit to the customer using next business day delivery service. Upon receipt, the Client will install the Exchange Unit and ship the Failed Unit to Burroughs within fourteen (14) days after Client's receipt of the Exchange Unit. If the Client fails to return the Failed Unit to Burroughs within (14) days of Client's receipt of the Exchange Unit, they agree to pay Burroughs an additional fee, as determined by Burroughs, not to exceed the then current list price,. Client will return the Failed Unit in the packing material in which the Exchange Unit was shipped. The Failed Unit will become property of Burroughs upon receipt by Burroughs.

Procedures

1. Call 1-800-BURROUGHS (1-800-287-7684). Please have the unit and serial number readily available.
2. A Burroughs Service Technician will troubleshoot the problem with you.
3. If it is determined that the issue cannot be resolved by phone, please proceed to the next step.
4. The technician will issue an Exchange Unit to be shipped to you next business day delivery service.
IMPORTANT: If the technician determines that an accessory (i.e. power supply, USB cable, etc.) may be the cause of the issue, you will be instructed to include this accessory when you return the failed unit. Please confirm with the technician that a replacement accessory will be shipped with your exchange unit.
5. When you receive the Exchange Unit, install upon receipt.
6. Remove the ink cartridge and package failed unit in packing material the Exchange Unit was shipped in. Please fill out the paperwork and follow instructions included. Make a copy of the paperwork, keep one copy for your record and include the other in the box.
IMPORTANT: Please do not include any accessories (i.e. power supply, USB cable, feeder extension, etc.) with your unit unless you were instructed to include them by the Burroughs technician. **Please do not send the ink cartridge back with the unit.**
7. Please use the pre-paid shipping label included to ship the failed unit back to Burroughs within fourteen (14) days of receiving the Exchange Unit. Please keep a record of your tracking number.
8. If you have any questions or need to make any changes, please call 1-800-BURROUGHS (1-800-287-7684).