



## Stenograph Writer Protection Plans Terms and Conditions

### Eligibility

- Writing machines must be in working condition at the time of Protection Plan purchase.
- There is a 30-day service black-out period on new plans. Any repairs within the first 30 days will be subject to full repair costs for all pre-existing problems.
- The Basic plans are only available to those with active warranties or protection plans who are continuing their coverage.
- Customers may elect whether or not to have loaner coverage under their protection plan whenever they renew their plan coverage.

### Pricing and Fees

- Renewal prices are for those with active warranties or protection plans and include a \$100 discount off of the regular full list price.
- Prices are stated in U.S. dollars and are subject to any local taxes, duties or fees.
- Any applicable discounts and rebates will only be honored within the stated time frame and/or if eligibility requirements are met. No refunds or price adjustments on prior purchases.
- Published prices are subject to change without notice.
- Protection plans are nonrefundable and nontransferable.
- Your canceled check, credit card billing or paid invoice statement indicates acceptance by Stenograph, L.L.C.

### Hours and Scope of Coverage

- Technical support is available during business hours of 8:00 am – 6:00 pm Central Time Monday – Friday, excluding company holidays.
- An active protection plan is required to receive writer software updates and technical support from Stenograph.
- Any and all requests for service must be made through Stenograph's Technical Support department, 800-323-4247 or 1-630-532-5100.
- Protection plans do not cover machine accessories, misuse/abuse, custom elective work or consumable items unless otherwise covered during the cleaning or refurbishment process.
- Loaner machines will be sent via 2-day express delivery, where available.
- Writing machine accessories are not shipped with the loaner unless requested.
- Loaner machines are not available for protection plans that do not have loaner coverage.
- Loaner machines are not available for rent.
- All loaner machines remain the property of Stenograph, L.L.C. Any loaner machines not returned within the stated time frame will be billed at the full retail price.