

[Company Header/Logo]

[Date]

[Customer Name]

[Business Name]

[Address]

[City, State, Zip Code]

Subject: Warranty and Service Maintenance Agreement for POS Terminals

Dear [Customer Name],

Thank you for choosing [Company Name] for your Point of Sale solutions. This letter serves as formal confirmation of the warranty and service maintenance coverage for your hardware.

Equipment Details:

- Device Model: [Model Number/Name]
- Serial Number(s): [Insert Serial Numbers]
- Installation Date: [Date]

Warranty Coverage:

The equipment listed above is covered by a standard manufacturer warranty for a period of [Number] months/years, effective from the date of installation. This warranty covers all hardware defects and malfunctions under normal operating conditions.

Service Maintenance Plan:

Your service agreement includes:

- [Number] scheduled preventative maintenance visits per year.
- Remote technical support available [Hours of Operation].
- On-site repair services within [Number] hours of a reported fault.
- Software updates and security patches.

Exclusions:

Please note that this warranty does not cover damage caused by accidents, liquid spills, unauthorized repairs, or electrical surges not related to the equipment's power supply.

How to Request Service:

To report a technical issue or request a repair, please contact our support team at:

- Phone: [Support Phone Number]
- Email: [Support Email Address]
- Portal: [Web Address]

We look forward to supporting your business operations.

Sincerely,

[Signature]

[Name of Representative]

[Title]

[Company Name]