

## SOUTHWEST STANDARD WARRANTY

MIWARNTYSTD

- Parts and labour covered for 6 months\*
- Warranty includes on-site repairs\*\*
- Demo and training additional fees apply
- Initial diagnosis by a technician or Account Executive within 24 hour\*\*\*
- Call 1-877-285-7044 from anywhere in Canada for assistance

## SOUTHWEST 1 YEAR PREMIUM WARRANTY

MIWARNTYPREM

At Point Of Purchase

(10% of equipment purchase or \$250 whichever is greater)

- 1 year Coverage on all parts\* and labour
- Warranty includes on-site repairs\*\*
- Includes Demo and training\*\* (within 85km)\*\*\*
- Initial diagnosis by a technician or Account Executive within 4 hours
- Call 1-877-285-7044 from anywhere in Canada for assistance

## SOUTHWEST 2 YEAR EXTENDED WARRANTY

MIWARNTYEXT

At Point Of Purchase

(25% of equipment purchase or \$250 whichever is greater)

- 2 year Coverage on all parts\* and labour
- All other terms and conditions are the same as Premium warranty

## MULTI YEAR WARRANTY

MIWARNTYMULTI

- Includes one-time purchase of warranty of 3 years or more
- Call for quote

## RENEWAL OF EXISTING WARRANTY

MIWARNTYRENEW

(15% of original equipment purchase price or \$250 whichever is greater)

- 1 year renewable warranty
- Same terms and conditions of premium SWBP warranty apply
- Available at any time prior to expiration of existing SWBP warranty

## CLEARANCE EQUIPMENT WARRANTY

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- Includes 90 Day Parts and Labour
- Initial diagnosis by a technician or Account Executive within 24 hours
- Repair update within 24 hours of receipt of your equipment in our branch locations
- Additional fees will apply to any on-site repairs
- Call 1-877-285-7044 from anywhere in Canada for assistance

## HOURLY RATES FOR EQUIPMENT NOT UNDER WARRANTY

On site service

\$145/hr. + \$99 service dispatch fee within 85km of a Southwest Service Depot\*\*\*

Sent to our service centre

\$145/hr.\*\*\*

(Shipping Not Included)

	Parts & Labour	On Site Repairs**	Demo & Training	Initial Diagnostic***
<b>STANDARD WARRANTY</b>	6 months	✓	(extra fees apply)	within 24 hours
<b>1 YEAR PREMIUM WARRANTY</b>	1 year	✓	✓	within 4 hours
<b>2 YEAR EXTENDED WARRANTY</b>	2 year	✓	✓	within 4 hours
<b>MULTI YEAR WARRANTY</b>	3+ years	✓	✓	within 4 hours
<b>CLEARANCE EQUIPMENT WARRANTY</b>	90 days	(extra fees apply)	(extra fees apply)	within 24 hours
<b>RENEWAL OF EXISTING WARRANTY</b>	1 year renewable (prior to expiration of current warranty)	✓	✓	within 4 hours

SWBP - Refers to Southwest Business Products.

\* Excludes wearable parts, misuse or abuse. Damage is not covered. Wearable items are not covered (Dies, Cutter Knives, Belts, Rollers, Fuses, etc.).

\*\* Available within 85km of service branch. If over 85km travel time will apply. Warranty Service is in our shop, Southwest will cover delivery costs within the Warranty period. Warranty Service for large equipment (cutters etc.) are for On-Site Service.

\*\*\* A diagnostic charge may apply.

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