



Buyer Protection Plan

Protect your investment and maintain peace of mind throughout your countertop device's lifecycle.





We understand that accidents can happen, which is why Verifone has your back. Our Buyer Protection Plan is designed to provide you with additional coverage beyond our standard warranty, ensuring that you can avoid unexpected expenses throughout the lifecycle of your countertop devices.

For a single, one-time fee at the time of purchase, Verifone's BPP Service extends the term of your standard warranty and covers repairs for incidents like accidental drops, spills, power surges, and other unforeseen events. Plus, with coverage limited to 20% of all BPP covered devices returned in a fiscal quarter, you can trust that we've got you covered when it matters most.

What's Covered with BPP:

- Unintentional droppage or misuse
- Liquid damage / Spillage**
- Acts of nature such as floods, fires, and lightning
- Failure due to humidity control

How It Works:

1. Log into Premier Portal or call 1-800-VERIFONE for Return Authorization Number

For added convenience, contact Verifone Help Desk via phone or by logging a case on my.verifone.com and a Verifone Help Desk Agent can assist processing your request.

2. Ship non-working device back to Verifone

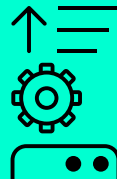
Once you've obtained a Return Authorization Number, simply ship non-working device back to Verifone. At customer's request, devices originally deployed by Verifone will be reloaded with key injection and application load at no additional charge.

3. Repair, clean and test terminal

Verifone will repair, replace, and clean any defective components, ensuring your device is in optimal condition before shipment.

4. Receive repaired / refurbished equipment

Verifone packages and ships the repaired equipment within ten (10) to fifteen (15) business days. A general summary will be provided to provide transparency on the completed repair work.



Priority Exchange

Want your replacement device(s) faster?

Upgrade to Priority Exchange for an expedited service to get you back online quicker with overnight priority delivery.

