

NEWBOLD DEVICE PROTECTION

PROTECT YOUR PAYMENT DEVICES & YOUR REVENUE

Payment devices are mission-critical. When one fails, transactions stop and revenue walks out the door. NewBold Care is a warranty program that attaches directly to payment devices purchased through NewBold, giving you overnight replacement coverage, OEM-backed repair, and a managed spare pool — all handled through our PCI-certified facility. No third-party claims process. No waiting weeks for a repair. A replacement ships and your location is back in business.

WHAT'S INCLUDED:

- Overnight replacement shipping
- OEM repair and return to your spare pool
- Key injection on every replacement device
- Managed spare pool stored at NewBold
- All shipping covered — both directions
- Return shipping to and from OEM
- Reporting and device tracking
- Per-device pricing based on duration of coverage

CHOOSE YOUR TERM:

Same coverage at every level. Pricing scales with duration and device type:

- One year
- Two years
- Three years

HOW IT WORKS

- PURCHASE:** Add NewBold Care to any payment device purchased through NewBold. Warranty is invoiced per device at time of shipment.
- DEVICE FAILURE:** Report the issue to NewBold. We verify warranty coverage and initiate a replacement from your managed spare pool.
- REPLACEMENT SHIPS:** A pre-configured, key-injected replacement ships overnight with a return label for the failed unit included in the box.
- RETURN & REPAIR:** The failed device is returned to NewBold within 15 days. We coordinate OEM repair and return the device to your spare pool.
- POOL REPLENISHED:** Repaired devices are re-injected, tested, and returned to your spare pool at NewBold — ready for the next replacement cycle.

WHAT'S COVERED

- Hardware defects and device failures
- Post-deployment misconfigurations
- Overnight replacement device shipping
- Return shipping for failed devices
- OEM repair coordination and logistics
- Key injection on all replacement devices
- Shipping to and from OEM for repair
- Spare pool storage at NewBold depot

WHAT'S NOT COVERED

- Software defects or software failure
- Accessories: cables, power supplies, stylus pens, privacy shields
- Damage from alteration, tampering, or unauthorized repair
- Damage from accident, abuse, or misuse
- Damage from fire, flood, or other acts of God

SERVICE LEVEL COMMITMENTS

- Orders by 3:00 PM ET ship for overnight delivery
- Replacement arrives key-injected and ready to transact
- Automated tracking with serial number and shipment details
- Coverage across all 50 states and Canada

KEY TERMS

- Warranty begins on device shipment date
- Failed unit must be returned within 15 days
- Unreturned devices billed at full replacement cost
- Applies to payment devices purchased through NewBold only
- Pricing based on quantity, duration, and device type

SUPPORTED DEVICES

- Any current-model OEM payment terminal (i.e. not end-of-life), procured from NewBold
- Ingenico - Tetra and Axium
- Verifone - Engage and Victa
- PAX - A-series, Elys series, and IM-series
- Dejavoo, NEXGO, ID Tech, Newland NPT, and others

WHY NEWBOLD CARE?

- Replacements arrive key-injected and ready to transact
- Handled through NewBold's PCI-certified facility
- Spare pool managed at NewBold — no inventory burden on you
- One partner from procurement through warranty

ADD NEWBOLD DEVICE PROTECTION TO YOUR NEXT ORDER

Ask your NewBold account manager for a per-device warranty quote tailored to your device types, and required coverage duration.