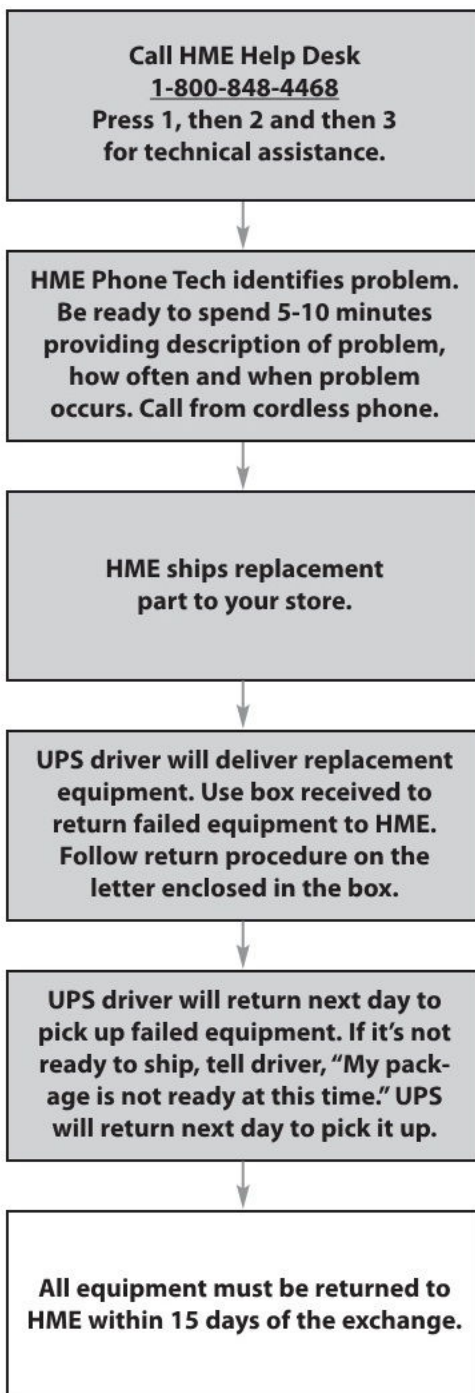


# HME DRIVE-THRU SERVICE PROGRAM

**Classic Foods Goal -- 100% working headsets at all times. No broken buttons, headsets that dont talk or hear, or tape holding pieces together. This warrenty provides easy repair and you do it at the store level with no additional cost.**

HME's technical support staff is trained to guide you through every step of equipment operation and answer any questions you may have about your drive-thru products or services. By utilizing HME's Drive-Thru Service Program, you'll get the most out of your investment and ensure that your equipment is working at peak performance.

If you experience technical problems with your equipment, please use the flowchart on the left side of this document for instructions for getting your equipment repaired through the Advance Exchange Program. The adjacent chart provides additional information on the services covered and not covered by your Drive-Thru Service Program.



## SERVICES COVERED BY HME

**TECHNICAL SUPPORT:** Technical phone support is available Monday-Friday from 5 am to 7 pm (PST)/8 am to 10 pm (EST) and Saturday & Sunday from 7 am to 3:30 pm (PST)/10 am to 6:30 pm (EST).

**EQUIPMENT COVERED:** Headsets - Normal wear and tear; examples of these would be: Power buttons, broken ear pieces, turning on and off consistently etc. Battery base stations are also covered.

## SERVICES NOT COVERED BY HME

**EQUIPMENT DAMAGE:** Customer damage and natural damage are not covered under the agreement; examples of these would be: spilling of a drink onto the equipment, equipment abuse, fire, flooding and lightning.

**EQUIPMENT NOT COVERED:** Batteries, foam ear pieces, Zoom computers and Zoom base station.

*For technical support call HME toll free:*

**1-800-848-4468**

Press 1, then 2 and then 3