



**Merchant Maintenance Program Form and/or Returned Merchandise Authorization Form**  
 Program will only apply to Payment Card Industry compliant equipment

Date: \_\_\_\_\_

Tech. Rep. Name: \_\_\_\_\_

DBA Name: \_\_\_\_\_

Owner's Name: \_\_\_\_\_

MID #: \_\_\_\_\_

Merchant Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**Select the Level of Service Required**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>MMP Full Service Agreement Cost</b> \$14.99 <sup>†</sup> <i>per terminal/peripheral per month</i> & One-time terminal/peripheral Replacement Fee of <b>\$285.00*<sup>†</sup></b>  \$635.00* <sup>†</sup> (Wireless or Signature capture Pin pads) Next day shipping included	<b>MMP Equipment Service Agreement Cost</b> \$11.99 <sup>†</sup> <i>per terminal/peripheral per month</i> & One-time terminal/peripheral Replacement Fee of <b>\$285.00*<sup>†</sup></b>  \$635.00* <sup>†</sup> (Wireless or Signature capture Pin pads) Next day shipping included	<b>MMP Supplies Service Agreement Cost</b> \$7.99 <sup>†</sup> <i>per terminal/peripheral per month</i> (Wireless or Signature capture Pin pads)  Ground shipping included	<b>RMA** One Time Replacement Fee</b> \$200.00 <sup>†</sup> Next day shipping included  30 Days Warranty	<b>RMA** One Time Replacement Fee</b> \$405.00 <sup>†</sup> Next day shipping included  30 Days Warranty	<b>RMA** One Time Replacement Fee</b> \$725.00 <sup>†</sup> Next day shipping included  30 Days Warranty
<b>Program Includes:</b> Replacement Free supplies <b>Program Requires:</b> 12 month Minimum Commitment	<b>Program Includes:</b> Replacement <b>Program Requires:</b> 12 month Minimum Commitment	<b>Program Includes:</b> Free supplies ONLY <b>Program Requires:</b> 12 month Minimum Commitment	<b>Program Includes:</b> One time replacement of Peripherals: Pin pad, Regular check reader, Card reader and Printer	<b>Program Includes:</b> One time replacement of Regular POS terminals and Check imagers	<b>Program Includes:</b> One time replacement of Wireless and Signature capture Pin pads

\* If equipment is replaced through MMP, equipment is under warranty for the life of the MMP.  
 \*\*The Cynergy Data RMA will be effective for those merchants whose terminals have previously functioned properly for at least one statement cycle on/with Cynergy Data. The RMA will not be effective for those terminals that have never submitted or settled batch/transactions. To avoid being charged full price for a replacement terminal, the merchant must send in the damaged terminal within seven (7) business days from the date the replaced terminal was received.  
<sup>†</sup> Fees and Terms subject to change without notice.

**Note: This Program does not cover terminals/peripherals that have been subject to: water damage; and (ii) Products that have been damaged due to alteration or modification. In these cases, the merchant will be charged the full purchase price of the "swapped" equipment.**

Terminals that must be replaced: \_\_\_\_\_

Signature Required \_\_\_\_\_ Name and Title \_\_\_\_\_

**Fax this form to 877-260-9736 "Attn: Customer Service"**

<b>FOR CYNERGY DATA USE ONLY</b>	VIMAS System By: _____ Date: _____
	Merchant Accounting System By: _____ Date: _____