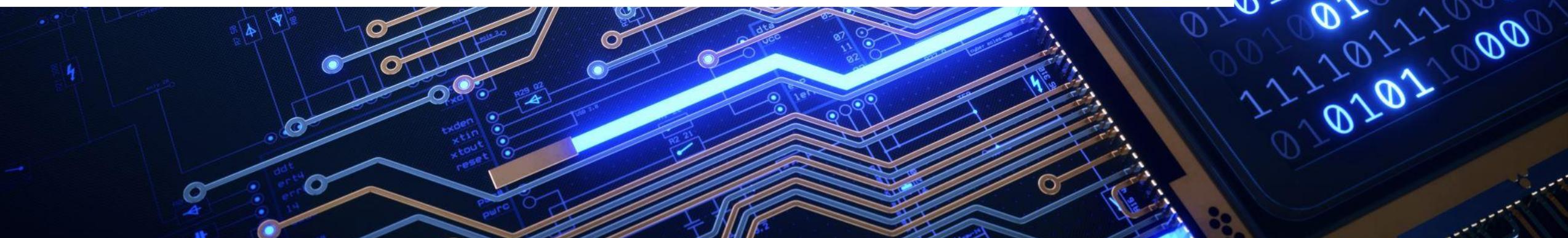


EPSON Virtual Service Plan Activation



Agenda

Service Plan Activation Process

Frequently Asked Questions



Activation Types



Reseller / Integrator – Business
Customer

Reseller / Integrator – Home Customer

Home Customer

Business Customer

Activation Code Email Example

Upon successful processing of the order, the email addresses provided on the PO will receive an email from Epson that contains the Activation Codes for the purchased Extended Service Plans.

EPSON EPSON PARTNER PORTAL

Service Plan Activation Required

Dear [Arthur Polkowskii](#),

ATTENTION: You must complete the process described below to activate your Epson Service Plan(s).

Below you will find the code(s) to activate the Epson Service Plan(s) you ordered. Please click on each individual activation code to start the activation process. If you have access to the Order History page in the Epson Partner Portal, you can download a list of all the activation codes for your records. Please save this email for your records.

To our Partner, by purchasing and reselling the Epson Service Plan(s) you agree to do so in compliance with your agreement with Epson and the terms of the applicable service plan, including without limitation compliance with laws obligations and the cancellation and refund provisions, as applicable. Please see the applicable Terms and Conditions for each Service Plan, as they may differ.

Please ensure that you forward the appropriate activation codes and Terms and Conditions links below to the final end customer so they can accept them.

To the final end customer, by purchasing the Epson Service Plan(s) you agree to the applicable Terms and Conditions which contain important information such as service limitations and exclusions. Please see the applicable Terms and Conditions for each Service Plan, as they may differ.

Service Plan Order Information	
Order #: 0011027574	Order Date: 05/01/2023
Customer Name: [Redacted]	Partner Name: [Redacted]
Customer Email: [Redacted]	PO#: [Redacted]
	Email: [Redacted]

Item	Activation Codes
S2000/9000 1-Yr SITA addition EPSON SKU : SITAS29-1	C7V8P5R2J0 L4T4B7D3N5 U4E4M6X9Q9 Y8E2G3R7V9 C4K6I5W8Q3 I4K4O3V3K7 Y3P9W6F3M1 Y2Z2Y6K8U5 G8J0K9P1T5 B2K6D0B1K4
	Activate Group >
	J3I9E7Q5B1 J6I9I2F9B2
	Activate Group >

Activation Code Email Example

If you're activating up to 10 Service Plans, you can click the "Activate Group" button, next to the group of codes. This will take you to the Service Plan Activation page on Epson.com and once basic information is provided, the codes will be auto-populated.

If you're activating a single Service Plan, you can click directly on the code for the same result.

If you're activating more than 10 Service Plans, please review the "File Upload Activation" section below for instructions.

Service Plan Order Information	
Order #: 0011027574	Order Date: 05/01/2023
Customer Name: [Redacted]	Partner Name: [Redacted]
Customer Email: [Redacted]	PO#: [Redacted]
	Email: [Redacted]

Item	Activation Codes
S2000/9000 1-Yr SITA addition	
EPSON SKU : SITAS29-1	
	C7V8P5R2J0 ← Link
	L4T4B7D3N5
	U4E4M6X9Q9
	Y8E2G3R7V9
	C4K6I5W8Q3
	I4K4O3V3K7
	Y3P9W6F3M1
	Y2ZZY6K8U5
	G8J0K9P1T5
	B2K6D0B1K4
	Activate Group >

J3I9E7Q5B1 J6I9I2F9B2	Activate Group >
--------------------------	----------------------------

Service Plan Reseller Business Customer Activation Process

Activation Requirements

- Name
- Company Name
- Email Address
- Activation Code
- Serial Number
- Equipment Date of Purchase
- Zip/Postal Code

EPSON EPSON PARTNER PORTAL

Service Plan Activation Required

Dear [Arthur Palomares](#),

ATTENTION: You must complete the process described below to activate your Epson Service Plan(s).

Below you will find the code(s) to activate the Epson Service Plan(s) you ordered. Please click on each individual activation code to start the activation process. For more information, please visit the Activation History page in the Epson Partner Portal or contact your account manager. Please save this email for your records. Please save this email for your records.

To our Partner, by purchasing and reselling Epson products, you agree to comply with your agreement with Epson, including without limitation compliance with the Terms and Conditions, including provisions, as applicable. Please see the applicable Terms and Conditions as they may differ.

Please ensure that you forward the activation links below to the final end customer.

To the final end customer, by purchasing Epson products, you agree to comply with the Terms and Conditions which contain inclusions and exclusions. Please see the applicable Terms and Conditions.

Service Plan Order Information

Order #: 0011027574	Order Date: 05/01/2023
Customer Name: Arthur Palomares	Partner Name: Arthur Palomares
Customer Email: arthur.palomares@epson.com	PO#: 0011027574
	Email: arthur.palomares@epson.com

Item	Activation Codes
S2000/9000 1-Yr SITA addition	
EPSON SKU : SITAS29-1	C7V8P5R2J0 L4T4B7D3N5 U4E4M6X9Q9 Y8E2G3R7V9 C4K6I5W8Q3 I4K4O3V3K7 Y3P9W6F3M1 Y2Z2Y6K8U5 G8J0K9P1T5 B2K6D0B1K4
	Activate Group >
	J3I9E7Q5B1 J6I9I2F9B2
	Activate Group >

Service Plan Activation Process – Reseller Business Customer

1. Choose **Next** below the **Reseller / Integrator** option

Service Plan Activation

Thank you for your interest in activating your service plan(s).

Select where your Epson product is used, then click Next.

 Personal / Home <input type="radio"/>	 Business <input type="radio"/>	 Reseller / Integrator <input checked="" type="radio"/>
---	--	--

Next 

Service Plan Activation Process – Reseller Business Customer

1. Fill in **Reseller Information**, click **Next**

Service Plan Activation

Thank you for your interest in activating your service plan(s).

1 Reseller Information

Company Name*

First Name*

Last Name*

Email*

Next ▶

Service Plan Activation Process – Reseller Business Customer

1. Under **Tell Us About Your Customer**
 - a) Choose **Business User**
2. Fill in the Business User Information

1 Reseller Information

2 Customer Information

Tell Us About Your Customer *

Select Customer type

Select Customer type

My Customer is a Business User

My Customer is a Home User

1 Reseller Information

2 Customer Information

Tell Us About Your Customer *

My Customer is a Business User

Customer's First Name *

John

Customer's Last Name *

Doe

Customer's Email *

JohnDoe@XYZSupply.com

Customer's Phone Number *

(555) 555-5555

Customer's Company Name *

XYZ Supply

Customer's Industry *

Manufacturing

Send service plan activation confirmation email to customer listed above

Next

Service Plan Activation Process – Reseller Business Customer

1. Select your Activation Method
 - a) Manual activation allows to instantly activate up to 10 plans at a time.
 - b) File Upload allows to instantly activate up to 250 plans at one time.

Note: More than 250 plans can be uploaded, and they will be activated by Epson Team (can take up to 2 business days)

NEW: Multiple plans for one Serial Number can now be activated at one time in either scenario.

Service Plan Activation

Thank you for your interest in activating your service plan(s). Are you a returning customer? [SIGN IN](#)

1	Reseller Information	✓	✎
2	Customer Information	✓	✎
3	Choose Your Activation Method		

Manually Activate Plans

- Activate up to 10 plans at one time
- Easily enter service plan and hardware information
- Instantly activate your service plan(s)!

[Manually Activate Plans](#) ▶

Upload File Activation

- Activate up to 250 plans at one time
- Utilize our excel template for easy data uploading
- Note: Uploading 250 or more plans may take up to 2 business days for offline processing.

[Download .xlsx template](#)

[Upload Activation Plans](#) ▶

Manual Activation: Single Units and Small Service Plan Quantity

Manually Activate Plans

- Activate up to 10 plans at one time
- Easily enter service plan and hardware information
- Instantly activate your service plan(s)!

Manually Activate Plans ▶



LINE 1	Activation Code* ⓘ <input type="text" value="Activation Code"/>	Hardware Serial Number* ⓘ <input type="text" value="Hardware Serial Number"/>	Hardware Purchase Date* ⓘ <input type="text" value="mm/dd/yyyy"/>	ZIP Code Place of Installation* ⓘ <input type="text" value="ZIP Code"/>	REMOVE
LINE 2	Activation Code* ⓘ <input type="text" value="Activation Code"/>	Hardware Serial Number* ⓘ <input type="text" value="Hardware Serial Number"/>	Hardware Purchase Date* ⓘ <input type="text" value="mm/dd/yyyy"/>	ZIP Code Place of Installation* ⓘ <input type="text" value="ZIP Code"/>	REMOVE

+ ADD PRODUCT (max of 10)

Submit ▶

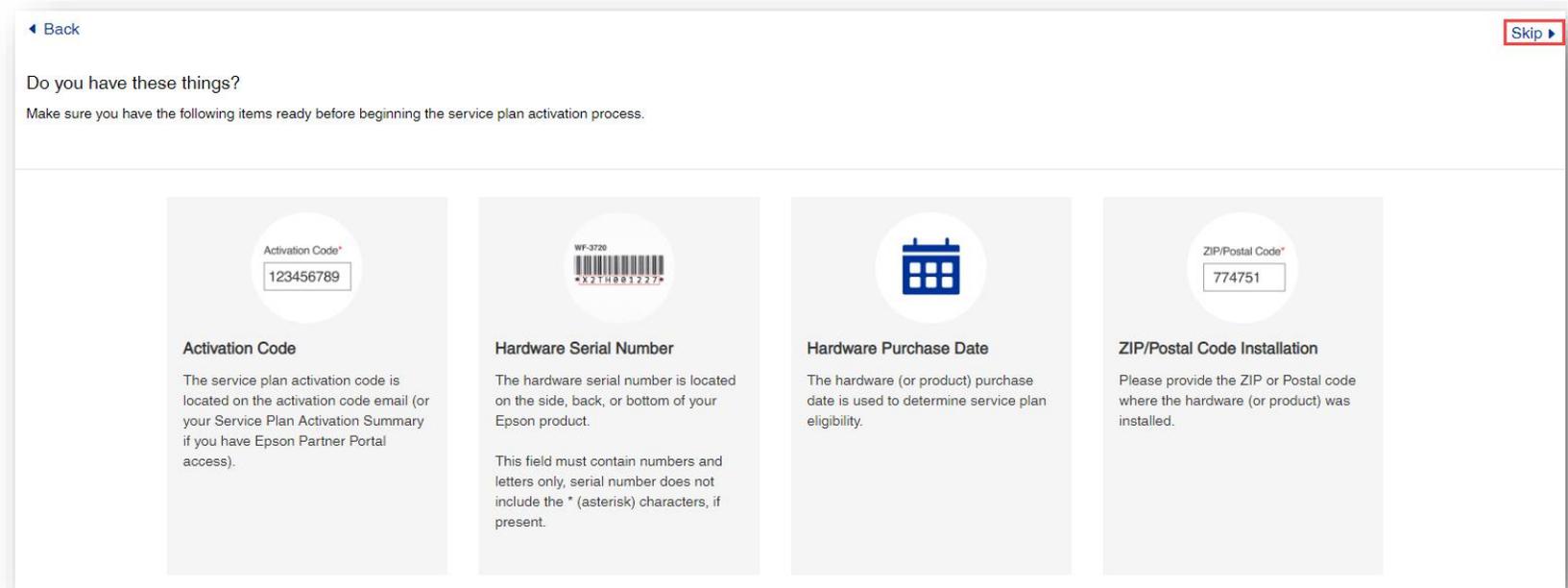
Service Plan Activation Process – Reseller Business Customer

1. A new window will appear, to advise on the information that will be needed to successfully complete activation:

- Activation Code
- Hardware Serial Number
- Hardware Purchase Date
- Zip/Postal Code of the product's installation location

2. When you're finished reviewing the information, click **Skip**

Note: if you do not have all the required information, you can close the Activation Page and return at a later time. The system will retain the information entered for up to XX days.



◀ Back Skip ▶

Do you have these things?
Make sure you have the following items ready before beginning the service plan activation process.

<p>Activation Code*</p> <p>123456789</p> <p>Activation Code</p> <p>The service plan activation code is located on the activation code email (or your Service Plan Activation Summary if you have Epson Partner Portal access).</p>	<p>WF-3720</p> <p>XZTH081227*</p> <p>Hardware Serial Number</p> <p>The hardware serial number is located on the side, back, or bottom of your Epson product.</p> <p>This field must contain numbers and letters only, serial number does not include the * (asterisk) characters, if present.</p>	<p>Hardware Purchase Date</p> <p>The hardware (or product) purchase date is used to determine service plan eligibility.</p>	<p>ZIP/Postal Code*</p> <p>774751</p> <p>ZIP/Postal Code Installation</p> <p>Please provide the ZIP or Postal code where the hardware (or product) was installed.</p>
---	--	--	--

Service Plan Activation Process – Reseller Business Customer

1. Ensure the **Activation Code** is correct (if accessed via email hyperlink it will be pre-populated)
2. Enter the **Hardware Serial Number**
3. Select the **Hardware Purchase Date**
4. Enter the **Zip/Postal Code** of the product's installation location
5. Click **Submit**

Note: In this example we are activating three 1-year plans for the same Serial Number.

The screenshot displays the 'Service Plan Activation' web interface. At the top, it says 'Thank you for your interest in activating your service plan(s). Are you a returning customer? [SIGN IN](#)'. Below this is a progress bar with four steps: 1. Reseller Information, 2. Customer Information, 3. Choose Your Activation Method, and 4. Manual Plan Activation (which is currently selected and highlighted in blue). Step 4 includes the instruction 'Please enter your information below.' and a '*Required Fields' note. The form contains four input fields: 'Activation Code*', 'Hardware Serial Number*', 'Hardware Purchase Date*' (with a calendar icon), and 'ZIP Code Place of Installation*'. Below these fields is a '+ ADD PRODUCT (max of 10)' button, which is highlighted with a red box and a blue arrow. The form shows three lines of data, each with a 'REMOVE' button. At the bottom of the form is a 'Submit' button, also highlighted with a red box. The bottom of the page shows step 5: 'Review & Submit'.

LINE	Activation Code*	Hardware Serial Number*	Hardware Purchase Date*	ZIP Code Place of Installation*	REMOVE
LINE 1		1040	03/01/2023	90720	REMOVE
LINE 2		1040	03/01/2023	90720	REMOVE
LINE 3		1040	03/01/2023	90720	REMOVE

Service Plan Activation Process – Reseller Business Customer

1. Review the information provided in the window and if correct, click on **Submit Activations** otherwise click **Go Back** to edit the information entered.

Service Plan Activation

Thank you for your interest in activating your service plan(s).

Are you a returning customer? [SIGN IN](#)

1	Reseller Information	✓	✎
2	Customer Information	✓	✎
3	Choose Your Activation Method	✓	✎
4	Manual Plan Activation	✓	✎
5	Review & Submit		

You're almost finished!

You have successfully uploaded the 3 service plan activations listed below. Please review and "Submit Activations" to complete the activation process.

[Submit Activations ▶](#) [GO BACK](#)

John Doe

JohnDoe@XYZSupply.com

(555) 555-5555

Customer Type : Business Customer

Company Name : XYZ Supply

Industry : Manufacturing

SERVICE PLAN ACTIVATION SUMMARY

Line #	Activation Code	Hardware Serial Number	Hardware Purchase Date	ZIP Code Place of Purchase
1	██████████	██████1040	03/01/2023	90720
2	██████████	██████1040	03/01/2023	90720
3	██████████	██████1040	03/01/2023	90720

Service Plan Activation Process – Reseller Business Customer

1. Confirmation window is displayed, and confirmation is sent to the Email Addresses provided

Thank you!

Your service plan has been activated and your product is registered with Epson.
Thank you for submitting your Service Plan Activation Information! You will receive an email confirming receipt of the submission at the following address: JaneDoe@ABCSupply.com

Add a password to create your account
Easily keep track of all your products in one location.

Password*

Minimum password length is 8 characters. The password should contain a number, both lower and upper case letters and a special character. The allowed special characters are \$, ^, &, %, @, +, =

[Create an Account](#)

By creating an Epson ID you agree to the [Terms and Conditions](#) and [Privacy Policy](#)

Benefits of Epson Accounts:

- Stay up to date on your product's warranty status
- Receive product updates and security notifications
- Gain quicker access to customer service

Service Plan Activation Request Reference Number: US-Q1SPMA0022000
Date Submitted: 04/04/2023

John Doe
JohnDoe@XYZSupply.com
(555) 555-5555
Customer Type : Business Customer
Company Name : XYZ Supply
Industry : Manufacturing

SERVICE PLAN ACTIVATION SUMMARY

	Model Name	Product Serial Number	Activation Code	Service Plan Type	Status
	S2000i-021:1300PM,1PKCT,W,HUB&MSR,EBCK	1040		Spare-in-The-Air Service Extended Service Plan	Activated
	S2000i-021:1300PM,1PKCT,W,HUB&MSR,EBCK	1040		Spare-in-The-Air Service Extended Service Plan	Activated
	S2000i-021:1300PM,1PKCT,W,HUB&MSR,EBCK	1040		Spare-in-The-Air Service Extended Service Plan	Activated

Tip: Activating the service plan as a reseller, both you and the customer will get an Activation Confirmation Email

File Upload Activation:

Bulk Activations of Service Plan Orders

Upload File Activation

- Activate up to 250 plans at one time
- Utilize our excel template for easy data uploading
- Note: Uploading 250 or more plans may take up to 2 business days for offline processing.

[Download .xlsx template](#)

Upload Activation Plans ▶



	A	B	C	D
1	Activation Code	Hardware Serial Number	Hardware Purchase Date(mm/dd/yyyy)	ZIP/Postal Code Place of Installation
2				
3				
4				
5				
6				
7				
8				

Service Plan Activation Process – Reseller Business Customer

1. Select Upload Activation Plans
2. The following page allows to download the Excel Template

NOTE: The process is very similar for all the Activation flows, however the templates vary slightly. Be sure to use the correct template for the correct flow.

Service Plan Activation

Thank you for your interest in activating your service plan(s). Are you a returning customer? [SIGN IN](#)

1	Reseller Information	✓	✎
2	Customer Information	✓	✎
3	Choose Your Activation Method		

Manually Activate Plans

- Activate up to 10 plans at one time
- Easily enter service plan and hardware information
- Instantly activate your service plan(s)!

[Manually Activate Plans ▶](#)

Upload File Activation

- Activate up to 250 plans at one time
- Utilize our excel template for easy data uploading
- Note: Uploading 250 or more plans may take up to 2 business days for offline processing.

[Download .xlsx template](#)

[Upload Activation Plans ▶](#)

Service Plan Activation

Thank you for your interest in activating your service plan(s). Are you a returning customer? [SIGN IN](#)

1	Reseller Information	✓	✎
2	Customer Information	✓	✎
3	Choose Your Activation Method	✓	✎
4	Upload Plan Activations		

File Upload of Service Plan Activation Codes.

Note: Uploading 500 or more plans may take up to 2 business days for offline processing. Please download our template, complete required information and return here to upload completed file.

[Download .xlsx template](#)

(xlsx only) [Choose ▶](#) [CLEAR](#)

I'm not a robot 

Service Plan Activation Process – Reseller Business Customer

1. Fill out the template with the required information (cut and paste for ease of use):

- a) Enter the **Activation Code**
- b) Enter the **Hardware Serial Number**
- c) Select the **Hardware Purchase Date**
- d) Enter the **Zip/Postal Code** of the hardware's installation location

2. Save the file to your computer

Note: Please make sure there are no formulas in the fields, only values.

	A	B	C	D
1	Activation Code	Hardware Serial Number	Hardware Purchase Date(mm/dd/yyyy)	ZIP/Postal Code Place of Installation
2				
3				
4				
5				



	A	B	C	D
1	Activation Code	Hardware Serial Number	Hardware Purchase Date(mm/dd/yyyy)	ZIP/Postal Code Place of Installation
2	XXXXXXXXXX	1041	3/1/2023	90720
3	XXXXXXXXXX	1042	3/1/2023	90720
4	XXXXXXXXXX	1043	3/1/2023	90720
5	XXXXXXXXXX	1044	3/1/2023	90720
6	XXXXXXXXXX	1045	3/1/2023	90720
7	XXXXXXXXXX	1046	3/1/2023	90720
8	XXXXXXXXXX	1047	3/1/2023	90720
9	XXXXXXXXXX	1048	3/1/2023	90720
10	XXXXXXXXXX	1049	3/1/2023	90720
11	XXXXXXXXXX	1050	3/1/2023	90720
12	XXXXXXXXXX	1051	3/1/2023	90720
13	XXXXXXXXXX	1052	3/1/2023	90720
14	XXXXXXXXXX	1053	3/1/2023	90720
15	XXXXXXXXXX	1054	3/1/2023	90720
16	XXXXXXXXXX	1055	3/1/2023	90720
17	XXXXXXXXXX	1056	3/1/2023	90720
18	XXXXXXXXXX	1057	3/1/2023	90720
19	XXXXXXXXXX	1058	3/1/2023	90720
20				

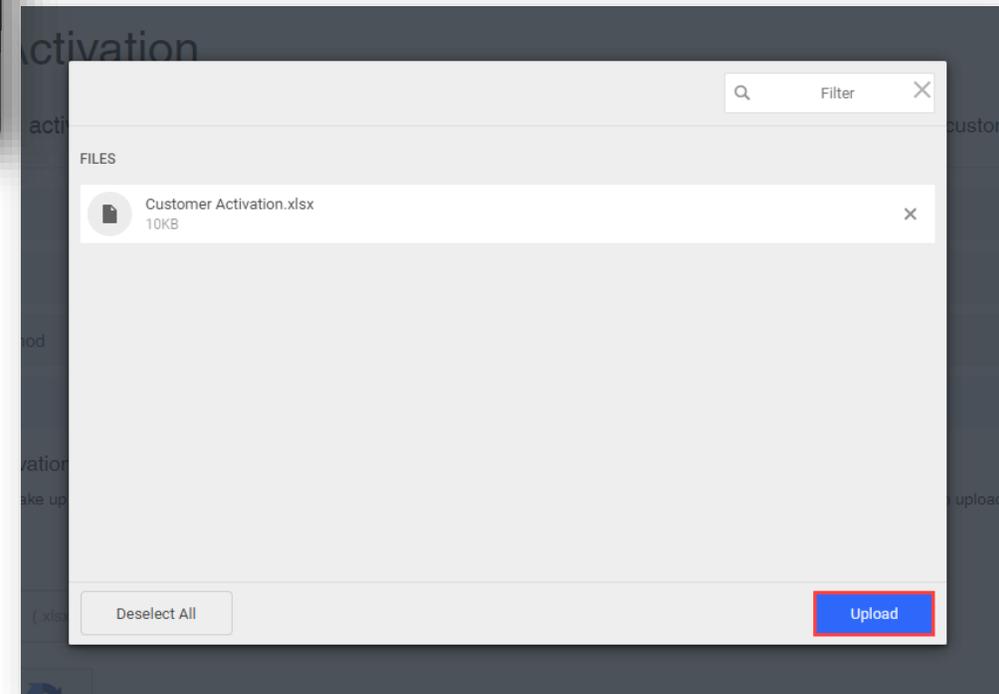
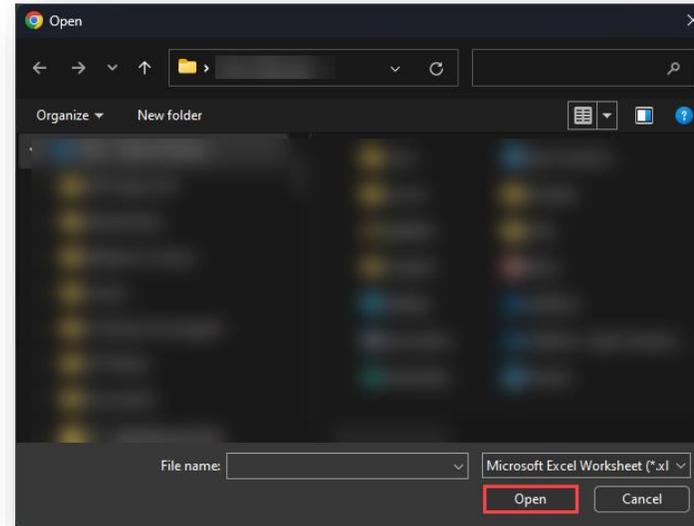
Service Plan Activation Process – Reseller Business Customer

1. Click the **Choose** option
2. Click within the highlighted area of the next window to select the file to upload

The screenshot displays the 'Service Plan Activation' web interface. At the top, it says 'Thank you for your interest in activating your service plan(s).' and 'Are you a returning customer? SIGN IN'. Below this is a progress bar with four steps: 1. Reseller Information, 2. Customer Information, 3. Choose Your Activation Method, and 4. Upload Plan Activations. Step 4 is currently active and highlighted in blue. Under step 4, there is a section titled 'File Upload of Service Plan Activation Codes.' with a note: 'Note: Uploading 500 or more plans may take up to 2 business days for offline processing. Please download our template, complete required information and return here to upload completed file.' Below the note is a 'Download .xlsx template' link. A file upload field is shown with a '(.xlsx only)' restriction, a 'Choose' button (highlighted with a red box), and a 'CLEAR' button. Below the field is a reCAPTCHA widget with the text 'I'm not a robot'. A blue arrow points from the 'Choose' button to a file selection dialog box that is open. The dialog box has a title bar 'Activation' and a close button. Inside the dialog, there is a large red rectangular area containing a blue plus icon and the text 'Select Files to Upload' and 'or Drag and Drop, Copy and Paste Files'.

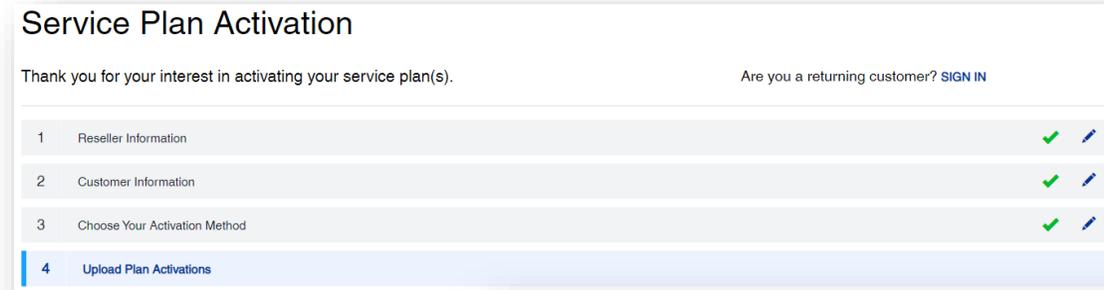
Service Plan Activation Process – Reseller Business Customer

1. Select the file from your computer, then click **Open**
2. Confirm the file has been selected, then click **Upload**



Service Plan Activation Process – Reseller Business Customer

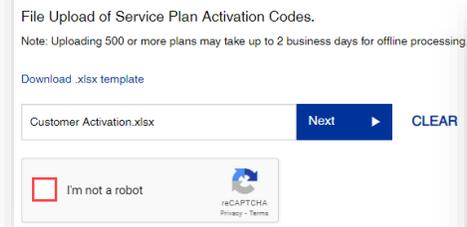
1. Check the **I'm not a robot** checkbox
2. A captcha verification window may pop-up. Follow the instructions within to complete
3. Once the captcha verification is complete, you will be returned to the activation window. Click **Next** to continue with the file upload



Service Plan Activation

Thank you for your interest in activating your service plan(s). [Are you a returning customer? SIGN IN](#)

1	Reseller Information	✓	✎
2	Customer Information	✓	✎
3	Choose Your Activation Method	✓	✎
4	Upload Plan Activations		



Service Plan Activation

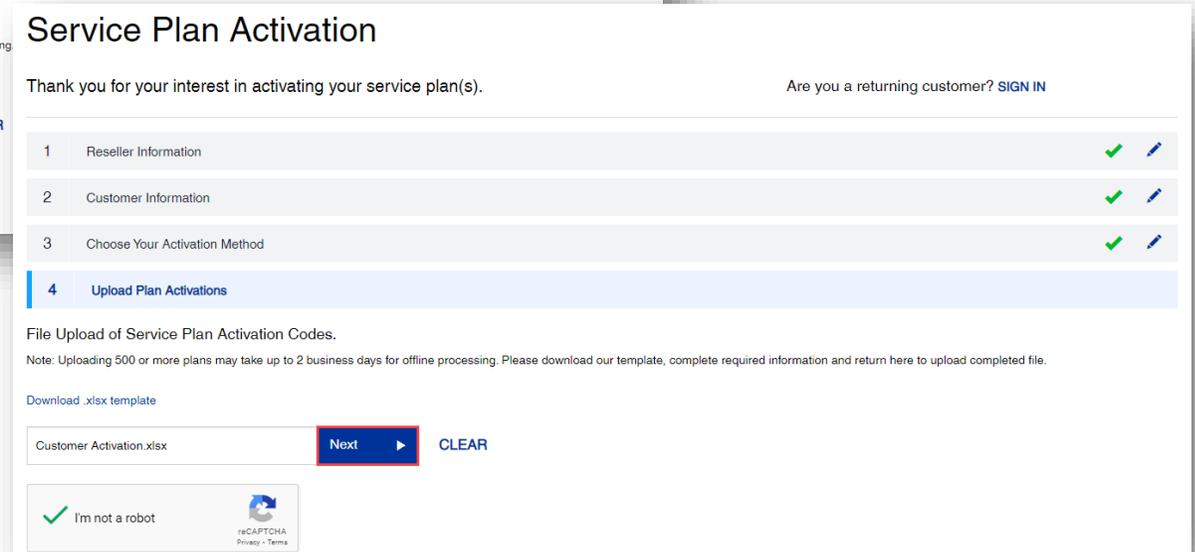
Thank you for your interest in activating your service plan(s). [Are you a returning customer? SIGN IN](#)

File Upload of Service Plan Activation Codes.
Note: Uploading 500 or more plans may take up to 2 business days for offline processing.

[Download .xlsx template](#)

Customer Activation.xlsx

I'm not a robot 



Service Plan Activation

Thank you for your interest in activating your service plan(s). [Are you a returning customer? SIGN IN](#)

1	Reseller Information	✓	✎
2	Customer Information	✓	✎
3	Choose Your Activation Method	✓	✎
4	Upload Plan Activations		

File Upload of Service Plan Activation Codes.
Note: Uploading 500 or more plans may take up to 2 business days for offline processing. Please download our template, complete required information and return here to upload completed file.

[Download .xlsx template](#)

Customer Activation.xlsx

I'm not a robot 

Service Plan Activation Process – Reseller Business Customer

1. Review the information provided in the window and if correct, click on **Submit Activations** otherwise click **Go Back** to edit the information entered.
2. Confirmation screen will be displayed, please note the **Activation Request Reference Number**.

Service Plan Activation

Thank you for your interest in activating your service plan(s). Are you a returning customer?

- 1 Reseller Information
- 2 Customer Information
- 3 Choose Your Activation Method
- 4 Upload Plan Activations
- 5 Review & Submit**

You're almost finished!

You have successfully uploaded the 10 service plan activations listed below. Please review and "Submit Activations" to complete the activation process.

[Submit Activations](#) [GO BACK](#)

John Doe
JohnDoe@XYZSupply.com
(555) 555-5555
Customer Type : Business Customer
Company Name : XYZ Supply
Industry : Manufacturing

SERVICE PLAN ACTIVATION SUMMARY

Line #	Activation Code	Hardware Serial Number	Hardware Purchase Date	ZIP Code Pl
1		1041	03/01/2023	90720
2		1042	03/01/2023	90720
3		1043	03/01/2023	90720
4		1044	03/01/2023	90720
5		1045	03/01/2023	90720
6		1046	03/01/2023	90720
7		1047	03/01/2023	90720
8		1048	03/01/2023	90720
9		1049	03/01/2023	90720
10		1050	03/01/2023	90720

Showing 1 - 10 of 10 | Page 1 of 2

Thank you!

Thank you for uploading your service plan activation request. Epson has received your file and will notify you shortly via email once the activation is complete.

If you have any questions about this request, please contact Epson Support at epsonsupport@ea.epson.com. Thank you for submitting your Service Plan Activation Information! You will receive an email confirming receipt of the submission at the following address: JaneDoe@ABCSupply.com

Add a password to create your account
Easily keep track of all your products in one location.

Password

Minimum password length is 8 characters. The password should contain a number, both lower and upper case letters and a special character. The allowed special characters are \$, ^, &, %, @, +, =

[Create an Account](#)

By creating an Epson ID you agree to the [Terms and Conditions and Privacy Policy](#)

Benefits of Epson Accounts:

- Stay up to date on your product's warranty status
- Receive product updates and security notifications
- Gain quicker access to customer service

Service Plan Activation Request Reference Number: US-G1SFA0012000
Date Submitted: 04/04/2023
Number of Service Plans Activated: 10

John Doe
JohnDoe@XYZSupply.com
(555) 555-5555
Customer Type : Business Customer
Company Name : XYZ Supply
Industry : Manufacturing

Line #	Activation Code	Hardware Serial Number	Hardware Purchase Date	ZIP Code Place of Purchase	Status
1		1041	03/01/2023	90720	Activated
2		1042	03/01/2023	90720	Activated
3		1043	03/01/2023	90720	Activated
4		1044	03/01/2023	90720	Activated
5		1045	03/01/2023	90720	Activated
6		1046	03/01/2023	90720	Activated
7		1047	03/01/2023	90720	Activated
8		1048	03/01/2023	90720	Activated
9		1049	03/01/2023	90720	Activated
10		1050	03/01/2023	90720	Activated

Showing 1 - 10 of 10 | Page 1 of 2

Service Plan Activation Process – Confirmation Email

Hi [redacted],

Service Plan Activation Confirmation



Thank you for activating Epson Service Plan(s) on [epson.com](#) on behalf of your customer Steve Proesel. Please note that we registered the product(s) using the serial number(s) provided during the Service Plan activation process. To view a summary of the registered products, click the "Purchased Service Plans" link below for the activated service plans and a link to their applicable Terms and Conditions.

Confirmation Number : US-SPFA000010000

Confirmation Date : Jun. 28, 2023

[Purchased Service Plans ▶](#)

[ACTIVATE ANOTHER SERVICE PLAN ▶](#)

By Purchasing and reselling the Epson Service Plan(s) you have agreed to do so in compliance with your agreement with Epson and the terms of the applicable Service Plan, including, without limitation, compliance with laws, obligations and the cancellation and refund provisions, as applicable. Please see the applicable Terms and Conditions for each Service Plan, as they may differ. Also, if one or more of your Service Plan activation requests required a proof of purchase, you will receive a separate email(s) with further instructions for that unique activation code. Please save this email for your records.

EPSON® FOR HOME | FOR WORK | INK FINDER | SUPPORT | ABOUT US | SEARCH 🔍

Service Plan Activation Status

Activation Submission Date : Jun. 28, 2023

Please note that our system updates "Status" on a nightly basis.

SERVICE PLANS

Item	Hardware Serial Number	Service Plan Description	Service Plan Code	Activation Code	Status	Terms & Conditions	Contract #	Service Plan Start Date	Service Plan End Date
A41CG59031	[redacted]	Extended Service Plan	SITAS29-5P	[redacted]	Activated	Terms	[redacted]	Jun. 13, 2023	Jun. 12, 2028
A41CG59031	[redacted]	Extended Service Plan	SITAS29-5P	[redacted]	Activated	Terms	[redacted]	Jun. 13, 2023	Jun. 12, 2028
A41CG59031	[redacted]	Extended Service Plan	SITAS29-5P	[redacted]	Activated	Terms	[redacted]	Jun. 13, 2023	Jun. 12, 2028
A41CG59031	[redacted]	Extended Service Plan	SITAS29-5P	[redacted]	Activated	Terms	[redacted]	Jun. 13, 2023	Jun. 12, 2028
A41CG59031	[redacted]	Extended Service Plan	SITAS29-5P	[redacted]	Activated	Terms	[redacted]	Jun. 13, 2023	Jun. 12, 2028
A41CG59031	[redacted]	Extended Service Plan	SITAS29-5P	[redacted]	Activated	Terms	[redacted]	Jun. 13, 2023	Jun. 12, 2028
A41CG59031	[redacted]	Extended Service Plan	SITAS29-5P	[redacted]	Activated	Terms	[redacted]	Jun. 13, 2023	Jun. 12, 2028
A41CG59031	[redacted]	Extended Service Plan	SITAS29-5P	[redacted]	Activated	Terms	[redacted]	Jun. 15, 2023	Jun. 14, 2028
A41CG59031	[redacted]	Extended Service Plan	SITAS29-5P	[redacted]	Activated	Terms	[redacted]	Jun. 15, 2023	Jun. 14, 2028
A41CG59031	[redacted]	Extended Service Plan	SITAS29-5P	[redacted]	Activated	Terms	[redacted]	Jun. 13, 2023	Jun. 12, 2028

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[ACTIVATE ANOTHER SERVICE PLAN ▶](#)

Agenda

Service Plan Activation Process

Frequently Asked Questions



Frequently Asked Questions

Q: Who should be activating the Service Plan?

A: This decision is up to the dealer selling the plan. Some of our dealers prefer to activate for the end-customer to manage the upcoming renewal opportunity, while others prefer to have the end user manage it. Whichever is your preferred method, be sure to provide the responsible party's email address when sending the order to Epson.

Q: How can I activate a Service Plan?

A: An email is sent out with the list of activation codes. Each code is a link to the activation website. An email address, product serial number, activation code, and hardware date of purchase will be required when activating Service Plans.

Q: I did not receive the Activation Code email. Who should I contact?

A: Contact your Customer Account Service representative for assistance.

Q: I entered an incorrect email address. How can I correct this?

A: Contact your Customer Account Service representative for assistance.

Q: Are Service Plan part numbers changing?

A: Currently most part numbers remained the same. As new plans are introduced, their part numbers will be added to the price list and a price announcement will be sent out by the sales rep.

Q: Are the ordering processes changing?

A: The email addresses are now **required** for delivery of the Activation Codes. Please include the required email addresses with each order.

Service Plan orders now need to be sent to Customer Account Service representative similar to hardware orders

Frequently Asked Questions

Q: How to know what Service Plans are available? Price list?

A: Continue to contact your sales rep.

Q: How do I do a stock balance return on the virtual service plans?

A: Follow normal stock balance return process

- Provide order number, service plan SKU, quantity, and activation codes to be returned
- Only non-activated service plans can be returned
- Stock balance return will be approved following normal flow
- After approval, activation codes will be validated for non-activation and voided
- RMA and credit will be processed

Q: If my hardware order is delayed, what happens to the Service Plans I ordered at the same time?

A: Epson will release the service plans line items at same time as the allocation of your hardware order

Q: What happens if my order is split (partial shipments) due to hardware allocation?

A: Epson will release quantities of the service plans ordered to match the hardware allocation.

Q: What do I need to do to ensure that my activation is successful?

A: Ensure that the following are accurate:

- Activation code and serial number are entered correctly
- The service plan being activated aligns with the product
- Do not use the same activation code more than once
- Activate each service plan in a timely manner

Frequently Asked Questions

Q: I received a notification that the plan activation requires Proof of Purchase, what does this mean?

A: Our records do not align with the purchase date provided during the activation process. Please reply to the email you received with a copy of your hardware proof of purchase (proof of sale to end-customer or proof of installation are also accepted). Once approved, we will adjust our records and process the activation.

Q: My warranty and/or Service Plan coverage dates are incorrect on Epson.com. How do I correct this?

A: Please email warranty_admin@ea.epson.com with the exact description of the issue and the Epson Warranty Team will review and update as needed.

Q: Is there a report where I can see the service plan purchase history and their status?

A: Two reports are available on the Epson Partner Portal:

- Service Plan Summary Report
- Non-Activated Service Plan Summary Report

Note: You will only be able to view Service Plans purchased directly from Epson.

Q: I'm experiencing activation issues. How do I get help?

A: Click [this link](#) to contact the Epson Team, that can help resolve activation issues. We will contact you within 2 business days

Q: How do I get a copy of the Service Plan (contract)?

A: We no longer provide copies of contracts or contract numbers. All contracts are tied to the individual Serial Number, and the coverage can be verified on <https://epson.com/w/warranty>. The Activation Confirmation Email includes the Terms & Conditions associated with the Service Plan purchased.

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