

# Product Warranty Information

**A. Warranty and Warranty Periods.** Zebra Technologies International, LLC (“Zebra”) warrants only to the original end user that the products and parts set forth below will be free from defects in material and workmanship for the applicable warranty periods set opposite thereto (such warranty periods to be determined commencing upon the date of invoice to the end user or, if the end user cannot provide proof of invoice, then the ship date from Zebra):

<b>PRODUCT OR PART</b>	<b>APPLICABLE WARRANTY PERIOD</b>
BARCODE PRINTERS (EXCEPT BAR CODE PRINTHEADS, LINERLESS PLATENS, AND OTHER NORMAL WEAR ITEMS), CHARGERS AND POWER SUPPLIES, ROUTE PALLETS, KEYBOARD DISPLAY UNITS, HARDWARE KEYS, MEDIA, RIBBON	12 MONTHS
ZEBRANET® PRINT SERVERS, SEH PS102-Z, SEH PS105-Z	12 MONTHS
BATTERIES	12 MONTHS
PRINTHEADS	6 MONTHS
SPARE PARTS	3 MONTHS
ACCESSORIES	1 MONTH
ZEBRA CARD PRINTERS	24 MONTHS
CARD PRINTHEAD SPARE PARTS KITS	12 MONTHS
ZXP SERIES 8 RETRANSFER CARD PRINTHEAD (PRINTHEAD ONLY)	LIFETIME
ZEBRA® TRUE COLOURS® i SERIES™ RIBBON	24 MONTHS
ZEBRA® TRUE COLOURS® ix SERIES™ RIBBONS	24 MONTHS
ZEBRA® TRUE COLOURS® RETRANSFER FILM	24 MONTHS
ZEBRA® TRUE SECURE™ i SERIES™ LAMINATES	12 MONTHS
<a href="#">ENTERPRISE PRODUCTS</a> - MOBILE COMPUTERS, BARCODE SCANNERS, NETWORKS, RFID, TABLETS, INTERACTIVE KIOSKS.	<a href="#">Enterprise Support</a>

**B. Zebra’s Obligation Under Warranty.** Zebra’s sole obligation under the above warranty shall be to repair or replace products and parts during the warranty period. Zebra does not assume responsibility for delays in replacement or repair of products or parts. Products and parts repaired or replaced by Zebra under warranty shall be warranted for the balance of the original warranty period or ninety (90) days, whichever is longer. This warranty gives end users specific legal rights, and particular end users may also have other rights which may vary from jurisdiction to jurisdiction.

**C. DISCLAIMER OF ALL OTHER WARRANTIES.** NO OTHER WARRANTIES,

EXPRESSED OR IMPLIED, ARE GIVEN, AND ZEBRA EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING AND WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to particular end users.

**D. Limitations.** No salesperson, representative, or agent of Zebra is authorized to make any guaranty, warranty, or representation that contradicts the terms contained in this Limited Warranty. Any waiver, alteration, addition, or modification to the warranties contained herein must be in writing and signed by authorized representatives of Zebra to be valid, binding, and enforceable. Zebra does not assume responsibility for any specific application to which any products or parts are applied including, but not limited to, compatibility with other equipment. All statements, technical information, or recommendations relating to the products or parts are based upon tests believed to be reliable, but do not constitute a guaranty or warranty. ZEBRA SHALL NOT UNDER ANY CIRCUMSTANCES WHATSOEVER BE LIABLE TO ANY PARTY FOR LOSS OF PROFITS, DIMINUTION OF GOOD WILL, OR ANY OTHER SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES WHATSOEVER WITH RESPECT TO ANY CLAIM IN CONNECTION WITH ZEBRA PRODUCTS AND/OR PARTS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to particular end users.

**E. What May Void the Warranty.** This Limited Warranty shall be null and void in the following circumstances:

1. Modification or repair of any covered product or part by the end user or any non-authorized Zebra service provider; or
2. Improper use or installation, failure to conduct regular maintenance or cleaning, or damage by accident or neglect, of any covered product or part by the end user or any third party; or
3. Failure of the end user or any third party to exercise caution to protect any covered product or part from electrostatic discharge damage, adverse temperature and humidity conditions (with respect to media and thermal transfer ribbon, the following are the recommended storage conditions: 72°F (22.2°C) and 50% relative humidity), or physical abuse; or
4. Failure by the end user or any third party to use only ZEBRA® printheads, batteries, or other parts; or
5. Failure by the end user or any third party to use only Zebra True Colours ribbons; or
6. With respect to media other than ribbons, failure by the end user or any third party to use only Zebra media if use of such media causes or contributes to the damage for which warranty service is sought; or

7. Failure by the end user or any third party to use only ZEBRA® media if use of such media causes or contributes to the damage for which warranty service is sought;

or

8. Failure by the end user to follow the Return Appointment Process set forth below.

9. Failure by the end user to comply with Zebra's Technical Bulletin: "Battery Management and Safety Practices for Lithium Ion Battery Packs" found at (<http://www.zebra.com/batteries>).

**F. Return Appointment Process.** As a condition precedent to the above Limited Warranty, the end user must:

1. Obtain a return material authorization (RMA) from Zebra, which will include an RMA number that must be prominently displayed on the outside of the shipping container. Returns without an RMA number may be rejected by Zebra and immediately returned to end user, freight collect.

2. Ship the items being returned to Zebra, freight prepaid, together with a written description of the claimed defect.

3. Pack the items being returned in the original packing carton or equivalent. Damage in transit is end user's responsibility and may be cause to void the warranty claim.

**G. Transportation Costs.** Zebra will pay surface freight to return products or parts covered by this Limited Warranty. However, if Zebra determines in the exercise of its reasonable but sole discretion that the product or part returned for warranty service is not defective, or does not otherwise qualify for warranty service, end user shall be liable for all costs of handling and transportation.

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Enterprise Product Support

a. Unless a different period is specified for a particular hardware Product at [www.zebra.com](http://www.zebra.com), or in a sales agreement between Seller and customer, or in the published specification sheet for the hardware Product, Seller's hardware Products are generally warranted against defects in workmanship and materials for a period of twelve (12) months from the date of shipment, provided the Product remains unmodified and is operated under normal and proper conditions. Warranty provisions and durations on integrated installed systems, Product modified or designed to meet specific customer specifications ("Custom Products"), Product accessories, remanufactured products, reconditioned or upgraded products, and software shall be as provided in the particular Product documentation in effect at the time of purchase or in the accompanying software license. All access point hardware Products are delivered with a limited lifetime warranty. Unless otherwise so provided: (i) and excepting all software included with

infrastructure hardware Products, where the warranty period for such software is ninety (90) days, the warranty period for computer programs in machine-readable form included in a hardware Product, which are essential for the functionality thereof as specifically stated in the published Product specifications ("Core Product Software") will be coincident with the warranty period of the hardware Product. Software patches, bug fixes, updates or workarounds do not extend the original warranty period; and (ii) Accessories that contain a serial number, such as adaptors, cradles and certain power supplies ("Serialized Accessories") carry a warranty term of ninety (90) days from the date of shipment and non-serialized accessories, such as cables and product stands/holders (excluding consumables) are warranted for a period of thirty (30) days from date of shipment by Seller.

b. Products may be serviced or manufactured with parts, components, or subassemblies that originate from returned products and that have been tested as meeting applicable specifications for equivalent new material and Products.

c. The sole obligation of Seller for defective hardware Products is limited to repair or replacement (at Seller's option) on a "return to service depot" basis with prior Seller authorization. Customer is responsible for shipment to the Seller and assumes all costs and risks associated with this transportation; return shipment to the Customer will be at Seller's expense. Customer shall be responsible for return shipment charges for Product returned where Seller determines there is no defect ("No Defect Found"), or for Product returned that Seller determines is not eligible for warranty repair. No charge will be made to Buyer for replacement parts for warranty repairs. Seller is not responsible for any damage to or loss of any software programs, data or removable data storage media, or the restoration or reinstallation of any software programs or data other than the software, if any, installed by Seller during manufacture of the Product. Seller's sole obligation for software that when properly installed and used does not substantially conform to the published specifications in effect when the software is first shipped by Seller, is to use commercially reasonable efforts to correct any reproducible material non conformity (as determined by Seller at its sole discretion) by providing Buyer with: (a) telephone or e-mail access to report non conformance so that Seller can verify reproducibility; (b) a software patch or bug-fix, if available, or a workaround to bypass the issue, if available; and (c) where applicable, replacement of damaged or defective external media, such as a CD-ROM disk, on which the software was originally delivered. Seller does not warrant that the use of the software will be uninterrupted, error-free, free of security vulnerabilities, or that the software will meet Buyer's particular requirements. Purchaser's sole and exclusive remedy for breach of this warranty is, at Seller's option, to receive (i) suitably modified software, or part thereof, or (ii) comparable replacement software or part thereof.

d. The above warranty provisions shall not apply to any hardware or software Product (including Core Product software) (i) which has been repaired, tampered with, altered or modified, except by Seller; (ii) in which the defects or damage to such Product result from normal wear and tear, misuse, negligence, improper storage, water or other liquids, battery leakage, use of parts or accessories not approved or supplied by Seller, or failure to perform operator handling and scheduled maintenance instructions supplied by Seller; or (iii) which has been subjected to unusual physical or electrical stress, abuse, or accident, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable Product

specification; nor shall the above warranty provisions apply to any expendable or consumable items, such as batteries, supplied with the Product.

EXCEPT FOR THE WARRANTY OF TITLE AND THE EXPRESS WARRANTIES STATED ABOVE, SELLER DISCLAIMS ALL WARRANTIES ON PRODUCTS FURNISHED HEREUNDER, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE. THE REMEDY SET FORTH IN THIS SECTION IS BUYER'S SOLE AND EXCLUSIVE REMEDY FOR WARRANTY CLAIMS, AND IS EXPRESSLY IN LIEU OF ALL OTHER REMEDIES THAT MAY BE AVAILABLE TO BUYER AT LAW OR IN EQUITY.

#### CORPORATE HEADQUARTERS

Our corporate headquarters is in **Lincolnshire, IL**, but Zebra has offices in over [26 countries worldwide](#) to serve our customers.

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Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.