

CIPHERLAB SERVICE ADVANTAGE

ENSURE OUTSTANDING SATISFACTION

Having a reliable product during your business operation is vital to your business success. With versatile CipherLab devices keeping your business running efficiently, it is important to be prepared for the possibilities of needing repairs. It is always advantageous to have a dependable and swift way to repair your device when needed. CipherLab has specifically constructed a service program, CipherLab Service Advantage, for you to minimize downtime and reduce total cost of ownership for CipherLab's devices. CipherLab Service Advantage will keep your business running smoothly and securely protect your investments in our high functional products.



CipherLab Service Advantage Warranty Policy

When it is in need of repair, please go to RMA request web page: <https://www.cipherlab.com/en/a3-2238/North-America.html> and fill in an RMA request form. Or send email directly for faster response to rma@cipherlab.com.

Item		Standard Warranty	Extended Warranty	Standard Comprehensive Warranty	Premium Comprehensive Warranty
Duration		1 Year	Up to 4 Years	Up to 5 Years	Up to 5 Years
General Coverage	Hardware Defects	v	v	v	v
	Normal Wear and Use			v	v
	Accidental Breakage			v	v
	All Materials, Parts and Labor	v	v	v	v
	Latest Firmware Update	v	v	v	v
Turnaround Time and Shipping	Working Day	10 Days	10 Days	3 Days	1 Days
	Shipment-Receiving	All inbound shipments are customer responsibility.			
	Shipment-Return	UPS Ground	UPS Ground	UPS Ground	Next Day Air

1 Factory Standard Warranty

1.1 CipherLab warrants the products to be:

- (1) free from defects in material and workmanship under normal use and service for a period of time, which varies by product categories (Appendix I), from the date when the products are shipped out of CipherLab to Buyer.
- (2) conformed with CipherLab environmental specifications on the brochure and operation details on the user manual. Once the products are sold and delivered, CipherLab has no obligation to modify or update the products. The latest firmware update service will be provided only to Buyer at the time of repair after CipherLab receives Buyer's confirmation.

1.2 The defective product must be operated within its environmental specifications that CipherLab can honor the warranty service.

1.3 CipherLab's obligation for defective product shall be limited to repair or replace (at CipherLab's sole option) the defective product free of charge in case CipherLab determines the defective product failed due to defects in material and workmanship.

1.4 The defective product will be serviced and shipped back within 10 (ten) working business days after the defective product is received by CipherLab service center.

1.5 The actual service time may be subject to extension in case of force majeure events or other restrictions as described below:

- (1) The working business days are exclusive of the transportation time between a

CipherLab service center and Buyer.

- (2) Any repair incident when a service charge is incurred will be quoted to Buyer for acceptance and confirmation. The time it takes to receive the confirmation is exclusive of the working business days. If CipherLab does not receive any confirmation from Buyer within 30 (thirty) days, CipherLab will notice Buyer and then return the defective product back to Buyer directly without repair.
- (3) In case that no defect is found (N.D.F.), CipherLab will report to Buyer to have further verification. The time associated with the verification is exclusive of the working business days.
- (4) In some cases, additional test will be required to ensure the product functions properly. The time consumed to complete the test is exclusive of the working business days, either.
- (5) The actual turnaround time is subject to available capacity when a returned batch for repair consists of 15 pieces and beyond within 10 days sequentially. CipherLab will inform Buyer of the required time in advance in case the actual turnaround time will exceed the working business days.
- (6) Expeditious service may be available for extra charges which is a separate agreement out of this warranty policy.

1.6 Buyer is responsible for shipment of returning the defective product back to CipherLab service center and bears all costs and risks associated with this transportation. Buyer is responsible for software, configurations and data backup before the defective product is returned. CipherLab does not guarantee for keeping software, configuration, and data during the maintenance. CipherLab is responsible for shipment of returning the repaired product back to Buyer and only bears freight charges (ground) with this transportation.

1.7 In case CipherLab determines there is no defect (“No Defect Found”) or CipherLab does not receive confirmation from Buyer for any service charge quotation, CipherLab shall charge Buyer for return shipment, a minimum repair fee for product examination. In such case, Buyer shall bear all costs and risks associated with the transportation.

1.8 In these warranty policy, “repair” shall mean the repair or adjustment of the defective product to remedy the defect defined by this warranty and restore the defective product to normal operating condition; and “replace” shall mean CipherLab may replace the defective product with the same construction or equivalent of the original one.

1.9 CipherLab may use new or refurbished parts to repair or replace at CipherLab’s option. Any part or product replaced from the defective product shall belong to CipherLab.

1.10 Repair and/or replacement of a product shall not extend the original applicable warranty period.

1.11 Buyer may be required to provide CipherLab with evidence of the original purchase

information to confirm product's warranty status.

2 Exemption from Warranty

2.1 The warranty terms stated in Clause 1 of this warranty policy shall not apply to the following cases. CipherLab reserves the right to judge and confirm the following cases.

- (1) The defective product which, in CipherLab's sole judgment, has been subject to misuse, abuse, neglect, or improper installation or maintenance, unauthorized repair or installation, modifications or alterations of the product.
- (2) Parts, materials, or equipment not manufactured by CipherLab.
- (3) Liquid leakage or anything attached to the defective product.
- (4) Imperfections resulted from normal wear and use, including but not limited to scratches, dents etc.
- (5) Damaged, modified, or un-recognizable product serial number sticker
- (6) Purchased software
- (7) Defects resulted from force majeure events, including but not limited to acts of God, earthquake, flood.
- (8) Incomplete charge resulted in product performance.

2.2 CipherLab shall not be bound by any unauthorized representation or warranty made by any other person, including but not limited to resellers, distributors, dealers, and employees of CipherLab.

2.3 CipherLab shall not be held liable for indirect, incidental, or consequential damages, and shall not have liability exceed that actual amount paid for the defective product. In no event shall CipherLab be held liable for damages incurred by resellers or their Buyer because of use of a product beyond its intended use.

2.4 In the event that CipherLab expressly offers other versions of warranty terms in written ("special warranty terms"), the special warranty terms shall prevail.

3 Extended (Annual maintenance) Warranty

3.1 Extended Warranty is applicable to selected mobile computer categories (Appendix II) at the expense of Buyer.

3.2 Extended Warranty does not cover scan engine, decoder board, accessories, and peripherals.

3.3 Extended Warranty is prolonged from Factory Standard Warranty with the same coverage as stated in Clauses 1 and 2 of this warranty policy. One-year and two-year terms are at Buyer's option. A full period of Extended Warranty is limited to 4 (four) years in total exclusive of the 1st year Factory Warranty.

3.4 Buyer must meet the engagement with CipherLab prior to expiration of the existing

term.

- (1) Buyer must purchase one year to four-years Extended Warranty before the Standard Warranty expires.
- (2) Buyer is eligible for renewal of the same term of Extended Warranty before it gets expired. Buyer can only renew one-year term with previous purchase of one-year Extended Warranty, and Buyer can only renew two-year term with previous purchase of two-year Extended Warranty.
- (3) If Buyer fails to renew Extended Warranty by the due date, the warranty will be discontinued as it expires without a notice.

3.5 The defective product will be serviced and shipped back within 10 (ten) working business days after the defective product is received by CipherLab service center.

3.6 Besides the additional terms and conditions above for extended warranty, the content of Clauses 1 and 2 of this warranty policies also applies for extended warranty.

4 Standard & Premium Comprehensive Warranty

4.1 Comprehensive Warranties is applicable to selected mobile computer categories at the expense of Buyer.

4.2 Comprehensive Warranties also covers accessories and peripherals.

4.3 Comprehensive Warranties is a multiple-year service program. One-year to five-year terms is at Buyer's option. Buyer must purchase either program at time of purchase.

- (1) By the expiration of Comprehensive Warranty, Buyer has an option to extend the service with additional term at Buyer's expense.
- (2) A full period of continuous Comprehensive Warranty is limited to 5 (five) years in total.

4.4 The defective product will be serviced and shipped back within 3 (three) working business days with Standard, next day with Premium after the defective product is received by CipherLab service center.

4.5 The following items are also covered under Comprehensive warranties during normal usage but not covered under factory and extended warranty. CipherLab reserves the right to judge and confirm the following items.

- (1) Damaged housings
- (2) Cracked or broken displays
- (3) Cracked or damaged dust window
- (4) Cracked keypads
- (5) Damaged stylus
- (6) Damaged hand straps

(7) Damaged battery cover.

4.6 CipherLab will provide transportation between a CipherLab service center and buyer, ground service with standard and overnight with premium.

4.7 Application load service should be included in an additional service contract if comprehensive warranty of more than 50 (fifty) pcs for the same product is purchased.

4.8 Besides the additional terms and conditions above for Comprehensive warranty, the content of Clauses 1 and 2 of this warranty policies also applies for Comprehensive warranties.

5 Premium with Comprehensive Warranty

5.1 ReMoCloud

- (1) This is a cloud-based web system, which enables IT management at a remote console to update and control employees' mobile devices without running about in the field.
- (2) ReMoCloud is applicable to all CipherLab GMS certified mobile computers
- (3) The mobile computers under a valid comprehensive warranty can be managed by ReMoCloud without any charges.

5.2 WheeCare

- (1) This service is applicable to all CipherLab AER certified mobile computers.
- (2) WheeCare represents CipherLab's promise to safeguard the devices and extend their life span. As long as the product is under a valid comprehensive warranty, the following services are offered free of charge. Related information will be announced whenever there is an update as the principle of practice.
 - 5.2.2.1 Quarterly update of security patches up to 5 years starting from the product launch registered with Google
 - 5.2.2.2 Software (firmware and utility) support up to 2 years after the end-of-life of the device
 - 5.2.2.3 OS upgrade of major versions subject to device specification and limiting factors