

## CipherLab Service Advantage Warranty Policy

### 1 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 7 (seven) 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 aforementioned 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 aforementioned 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 aforementioned 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 aforementioned 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 7 days sequentially. CipherLab will inform Buyer of the required time in advance in case the actual turnaround time will exceed the aforementioned 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 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 in order 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 as a result 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 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 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 1<sup>st</sup> year Standard Warranty.

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

- (1) Buyer has to 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 5 (five) 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 policy also applies for extended warranty.

### 4 Comprehensive Warranty

4.1 Comprehensive Warranty is applicable to selected mobile computer categories (Appendix III) at the expense of Buyer.

4.2 Comprehensive Warranty does not cover accessories and peripherals.

4.3 Comprehensive Warranty is a Three-year service program. at Buyer's option. The aforementioned three-year term is inclusive of the 1<sup>st</sup> year Standard Warranty. Buyer must purchase the program within 60 (sixty) days after the shipping date.

4.4 The defective product will be serviced and shipped back within 2 (two) working business days after the defective product is received by CipherLab service center.

4.5 The following items are also covered under comprehensive warranty during normal usage but not covered under standard 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.
- 4.7 Besides the additional terms and conditions above for Comprehensive warranty, the content of Clauses 1 and 2 of this warranty policy also applies for Comprehensive warranty.

## 5 Product Repair Procedure

- 5.1 Buyer must have registered an account with CipherLab for repair and warranty services. A registration form must be filled up and returned to CipherLab to set up the account. CipherLab will reply to Buyer with Account ID and Password. The Account ID is unique and exclusive for each Buyer and the registration is required once for all, Buyer shall safeguard the Account ID and Password.
- 5.2 Buyer logs in the E-RMA System of CipherLab at <http://e-rma.cipherlab.com.tw/Default.aspx> with the above registered credential and follows through instructions before sending a defective product back to CipherLab service center.
- 5.3 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.
- 5.4 Accessories, including but not limited to cables, batteries, batteries covers and power converters /adapters, are not required to ship back with the defective product unless they are defective themselves. All shipped items must be recorded in order in the E-RMA System, CipherLab will mark the status in the E-RMA System when the items are checked upon arrival.
- 5.5 Each RMA number is generated by CipherLab system automatically when Buyer files the case and is only valid for 45 days. Once it gets expired before CipherLab service center receives the defective product, the RMA number will be deleted automatically and Buyer has to file the case again for another valid RMA number.
- 5.6 Repaired products are shipped back to Buyer by the term agreed ahead. Please make sure the Buyer's information in the CipherLab E-RMA system is correct.

## 6 Notes

- 6.1 The CipherLab Warranty Policy as announced on CipherLab E-RMA System is the standard version. CipherLab reserves the right to modify, explain and state about the warranty terms and conditions. The notification will be announced on CipherLab E-RMA System if there's any modification.
- 6.2 This policy may be translated into different languages. However, the English version should be the standard and prevail the others whenever there is discrepancy in comprehension due to translation.

### Appendix I – List of Products to which Standard Warranty is applicable.

	Product Series	Warranty Period		Product Series	Warranty Period
Mobile Computer and Accessory	8000 Series	1 (one) year	Corded Scanner	1000	5 (five) years, exclusive of cable
	8200 Series	1 (one) year		1090	5 (five) years
	8300 Series	1 (one) year		1100/ 1105	5 (five) years
	8400 Series	1 (one) year		1500P	5 (five) years
	8600 Series	1 (one) year		1502	3 (three) years; scan engine: 1 (one) year
	9200 Series	1 (one) year		1504A	3 (three) years; scan engine: 1 (one) year
	9700 Series	1 (one) year		1704	3 (three) years; scan engine: 1 (one) year
	CP50 Series	1 (one) year		2500	5 (five) years
	CP55 Series	1 (one) year		2504MR	3 (three) years; scan engine: 1 (one) year
	CP60 Series	1 (one) year		5	1166

	RS30 Series	1 (one) year		1266	3 (three) years; scan engine: 1 (one) year
	RS31 Series	1 (one) year		1560P	3 (three) years
	RS50 Series	1 (one) year		1562	3 (three) years; scan engine: 1 (one) year
	-	-			
Others	All cradles	1 (one) year		1564A	3 (three) years; scan engine: 1 (one) year
	All batteries	3 (three) months		1600 Series	1 (one) Year
	All Power Converters/Adapters	3 (three) months		2560	5 (five) years
	All Cables	3 (three) months		2564MR	3 (three) years; scan engine: 1 (one) year
	1800 Series RFID Gun	1 (one) year		Battery Charger	1 (one) year
	-	-		Hands-free Stand	1 (one) year
	-	-		Transponder	1 (one) year

**Appendix II – List of Products to which Extended Warranty is applicable.**

- 8000 Series
- 8200 Series
- 8600 Series
- 9200 Series
- 9700 Series
- CP50 Series
- CP55 Series
- CP60 Series
- RS30 Series
- RS31 Series
- RS50 Series

**Appendix III – List of Products to which Comprehensive Warranty is applicable.**

- 8000 Series
- 8200 Series
- 8600 Series
- 9200 Series
- 9700 Series
- CP50 Series
- CP55 Series
- CP60 Series
- RS30 Series
- RS31 Series
- RS50 Series

# CIPHERLAB SERVICE ADVANTAGE

## GARANTIZAR UNA SATISFACCIÓN EXCEPCIONAL

Tener un producto fiable para sus operaciones comerciales es vital para el éxito de su empresa. Con los dispositivos versátiles de CipherLab se mantiene un funcionamiento eficiente para su empresa, es importante estar preparado para las posibles necesidades de reparación. Siempre es ventajoso tener un servicio rápido y de confianza para reparar su dispositivo cuando lo necesita. CipherLab ha creado un programa de servicios específico, CipherLab Service Advantage, para minimizar el tiempo de respuesta y reducir los costos de mantenimiento de los dispositivos. CipherLab Service Advantage mantendrá la actividad de su negocio sin problemas y protegerá de forma segura sus inversiones.





## Protección contra costos de reparación inesperados

Técnicos experimentados de CipherLab proporcionarán todos los servicios de reparaciones para dejar los dispositivos a su estado normal. Indudablemente, los dispositivos de CipherLab son robustos, pero siguen siendo vulnerables a algunos daños producidos por accidentes esporádicos. Nuestra garantía total proporcionará satisfactoriamente una cobertura completa para roturas accidentales junto con el desgaste por uso normal. No se establece diferencias en los motivos de los daños. Nuestro servicio se ofrece para reparar completamente su dispositivo y devolverlo a un estado de funcionamiento normal y continuar ofreciendo la máxima productividad. En última instancia, sus dispositivos están completamente protegidos y libres de costos de reparación adicionales e inesperados.

## Opciones de servicio de varios años

CipherLab proporciona opciones de garantía en garantías estándar, extendida y total con protecciones de hasta 5 años. Puede optar por extender la garantía en cualquier momento antes de que la garantía estándar expire. Alternativamente, también puede proteger sus inversiones adquiriendo la garantía total de 3 o 5 años.

## Tiempo de respuesta rápido

Gracias a la garantía total de CipherLab, sus productos defectuosos serán reparados y devueltos en un tiempo de respuesta rápido. Sus productos se probarán y repararán rápida y eficazmente, lo que minimizará el costo de inactividad. Gracias a la garantía total, puede poner su empresa en marcha de una forma rápida y fiable.

## Mantenimiento de valor añadido

CipherLab proporciona actualizaciones de firmware durante el proceso de reparación sin costo adicional, lo que garantiza que los dispositivos están completamente operativos y actualizados. Con el firmware más actualizado, los dispositivos podrán trabajar lo mejor posible y en su estado más eficiente.

## RMA en línea

CipherLab también proporciona una plataforma RMA en línea de respuesta rápida. Como cliente protegido por nuestra garantía, puede acceder a la plataforma RMA en línea cómodamente desde cualquier lugar para iniciar y administrar la solicitud de servicio para su equipo.

## Reducir el costo total de propiedad

Las unidades protegidas por el programa de servicio de CipherLab se reparan y devuelven en un espacio de tiempo rápido, lo que le proporciona una forma fiable de eliminar el tiempo de inactividad y los gastos por averías. Se beneficiará de algo más que de una gratificación instantánea, reduciendo también el coste de mantenimiento y sustitución a largo plazo.

		Garantía estándar	Garantía extendida	Garantía total	Extensión
Duración		1 año	Hasta 4 años	3 años	Hasta 2 años
				5 años	-
Cobertura general	Defectos de hardware	V	V	V	V
	Desgaste y uso normales			V	V
	Rotura accidental			V	V
	Todos los materiales, piezas y mano de obra	V	V	V	V
	Actualización de firmware más reciente	V	V	V	V
Tiempo de respuesta y envío	Día laborable	7 días	5 días	2 días	2 días
	Envío	Recepción		V	V
		Devolución	V	V	V

- Los derechos de explicación de los términos correspondientes a los defectos y reparaciones están reservados por CipherLab.
- La disponibilidad del servicio puede variar en función del país. Póngase en contacto con sus representantes de CipherLab para obtener una lista de equipos móviles de CipherLab con derecho a CipherLab Service Advantage.
- Cuando sea necesario llevar a cabo una reparación, inicie sesión en el sistema RMA de CipherLab (<http://e-rma.cipherlab.com.tw>) y rellene un formulario de solicitud RMA.

**Cipherlab Service Centers**  
 CipherLab Co., Ltd.  
 7F, No.196, Ta-Tung Rd., Sec.3  
 Hsichih, New Taipei City  
 Taiwan, R.O.C.  
 Tel: +886 2 2730 305

CipherLab Electronics Trading  
 (Shanghai) Co., Ltd.  
 J Room, 4F, No.728 West  
 Yan'an Rd. Changning District,  
 Shanghai China 200050  
 Tel +86 21 3368 0288  
 Toll Free 400 920 0285  
 Fax +86 21 3368 0286

CipherLab USA Inc.  
 2552 Summit Ave. STE 400  
 Plano, Texas, USA 75074  
 Tel +1 469 241 9779  
 Toll Free 888 300 9779  
 Fax +1 469 241 0697

**Authorized Service Centers**  
 CEAT Electronique, European  
 Technicien DOPS HARD  
 13 Rue du 19 Mars 1962,  
 21600 Longvic, France  
 Tel: +33 (0)3 80 60 06 50  
 Poste 238  
 Fax +49 2154 89777 32

