

1. STANDARD LIMITED HARDWARE WARRANTY

1. The Standard Limited Warranty terms described below are solely applicable to the Customer of Unitech Europe's products, afterwards simply referred to as Products. This warranty applies to equipment only. All consumables and accessories, non serialized items, are exempted. The service can be executed by Unitech or by a Service Partner afterwards simply referred to as Unitech

2. Unitech warrants its products to be delivered free from manufacturing/production defects in material and workmanship, from the date of purchase.

A. Unitech warrants the Products for a period indicated in the official Unitech Price Book valid at the date the product was purchased from Unitech. The warranty period is calculated from the date on the invoice issued by Unitech.

B. The warranty given by Unitech under clause 2.A. hereof shall be limited to repair or replacement, and shall not apply to Products improperly installed, negligently used, or damaged by misuse, accident, or neglect, including failure to follow instructions. All costs incurred in delivering defective Products to Unitech (including freight, insurance, duties, etc.) and in removing and reinstalling such defective Products shall be borne by the Customer. All costs incurred in returning repaired Products or delivering replacement Products to the Customer shall be borne by Unitech.

C. The aforementioned warranties are exclusive remedies and are in tier of any and all other warranties whether expressed or implied, including, without limitation and warranty of merchantability or fitness for a particular purpose.

D. Said warranties do not include;

I Consumables, such as manual, battery.

II Related to usage, such as printings, housing.

III Software

IV Customer caused defects, including but not limited to: cracked LCD, scratched LCD, blemished LCD (dark spot larger than 16 mm), or scratched / defaced / altered product parts.

By default touchpanel/touchscreen devices operated without screen protection foil and/ or stylus do not include warranty (see *Note A*)

V Opening the Product and/or tampering with internal circuitry.

VI Unauthorized product modification.

VII Products lost, stolen or discarded by Customer.

VIII Accident, misuse, neglect, fire, water, disaster, lightning, or other acts of nature, operation or storage of product outside the environmental specifications listed for the product, or failure to follow instructions supplied with the product.

IX Any other cause, which does not relate to a Product defect.

Note A; In practice touchpanel/touchscreen operated devices, by default, should have protection foil present when warranty is claimed. Claimed warranty in the case where the protection foil is applied after a certain time of no use of protection foil are rejected.



- E. Customer may claim immediate replacement (DOA) if one or more of the Products are defective, within seven working days after receiving the Products from Unitech. In such cases one or more valid and authorized Products will be provided by Unitech within seven working days. If such a Product is not available at that time, one or more equivalent products will be provided as a temporary replacement. A claim should be made to SalesAdmin@eu.ute.com, Customer will co-operate in every sense to allow Unitech to validate the claim.
- F. In no event shall Unitech be liable for special, indirect, incidental or consequential damages or for any lost profits arising out of or in connection with the Agreement, including the use of and/or performance of the Products.
- G. Unitech's total liability for any damages in any action arising out of or in connection with the Agreement, or the use or performance of the Products shall in no event exceed the total amount paid to Unitech by the Customer.
- H. Product needs to have original and readable serial number present at the Product
3. During the warranty period Unitech will, at its sole discretion, replace or repair free of charge any product(s) which, in its opinion, is/are defective. Any merchandise that is to be returned must have a valid Return Merchandise Authorization (RMA) number clearly indicated on the outside of the returned package and on the accompanying packing list. Unitech cannot be held responsible for any package returned without an RMA number. To obtain an RMA number please contact;
<https://portal.unitech.eu/rma/newrma.aspx>
4. The Customer is responsible for packing the defective product properly, and for the cost of shipping the defective product to Unitech. Unitech is responsible for the cost of shipping back the product which is repaired or replaced. If any charges are borne by the Customer, the invoice for the repaired or replaced product(s) will be sent to the Customer, based on our registered general terms and conditions at the chamber of commerce in Tilburg except an agreed payment term with customer is made in advance. In the event that the product has been modified without Unitech's consent or if the failure is the result of misuse, abuse, willful neglect or misapplication, Unitech has no obligation to repair or replace the product.
5. Except as expressly mentioned above, the hardware and accompanying written materials (including the user's manual) are provided "as is" without warranty of any kind, including the implied warranties of merchant ability and fitness for a particular purpose, even if Unitech has been advised of that purpose. In no event will Unitech be liable for any direct, indirect, consequential or incidental damages arising out of the use of or inability to use such product(s), even if Unitech has been advised of the possibility of such damages.
6. Terms of Unitech warranty are subject to change without notice, but will be only applied to those Products delivered from the date of change. Please refer to our General Terms and Conditions registered at the Chamber of Commerce of Tilburg in the Netherlands No. 4016.



2. RMA PROCEDURE

1. Request an RMA number from Unitech's Support Website (<https://portal.unitech.eu/rma/newrma.aspx>) for repair of Unitech products by filling in the requested information on the web-based RMA application form. For manual request, Unitech will response you in two working days of the authorized number for the return. Unitech will supply a RMA Main Number for identifying the RMA.

2. Based on the service center that will handle your request the Service Partner will communicate with you on how to handle your request.

3. Ship out goods with freight prepaid, assigned RMA# Main Number shown on outside of package, to the assigned servicing party as displayed by the portal

Upon requesting RMA number, you must fill in the serial numbers of defect items, description of defective symptoms, and how the items were diagnosed and/or determined as being defective, this to enable repair within the given turn-around times.

Note; Shipments received at Unitech and/or Service Partner without documents and RMA number may be returned in order to obtain the appropriate information.

Note; Include an itemized detailed packing list of the shipping box's contents, to avoid any misunderstanding.

3. Unitech will repair the unit(s) with a typical 15 days work turnaround. Turnaround time represents the time a product spends at Unitech in the repair process; it does not include time in transit. Turnaround times are an objective and are not a guarantee. Unitech will return the product to the customer via the best way. In cases where Unitech is awaiting any Customer information, Unitech will suspend the repair. This time is regarded as time-out and not is included in the turn-around time.

4. Under this RMA procedure, if Unitech cannot repair the unit and return within sixty (60) working days, Unitech should do its best to supply a replacement unit to customer. Such replacement unit will be offered depending on Unitech's actual stock availability and consult with customer in advance. In case of a serialized and/or production batch related defect the maximum remedy time is set to ninety (90) working days.



5. General inspection and report

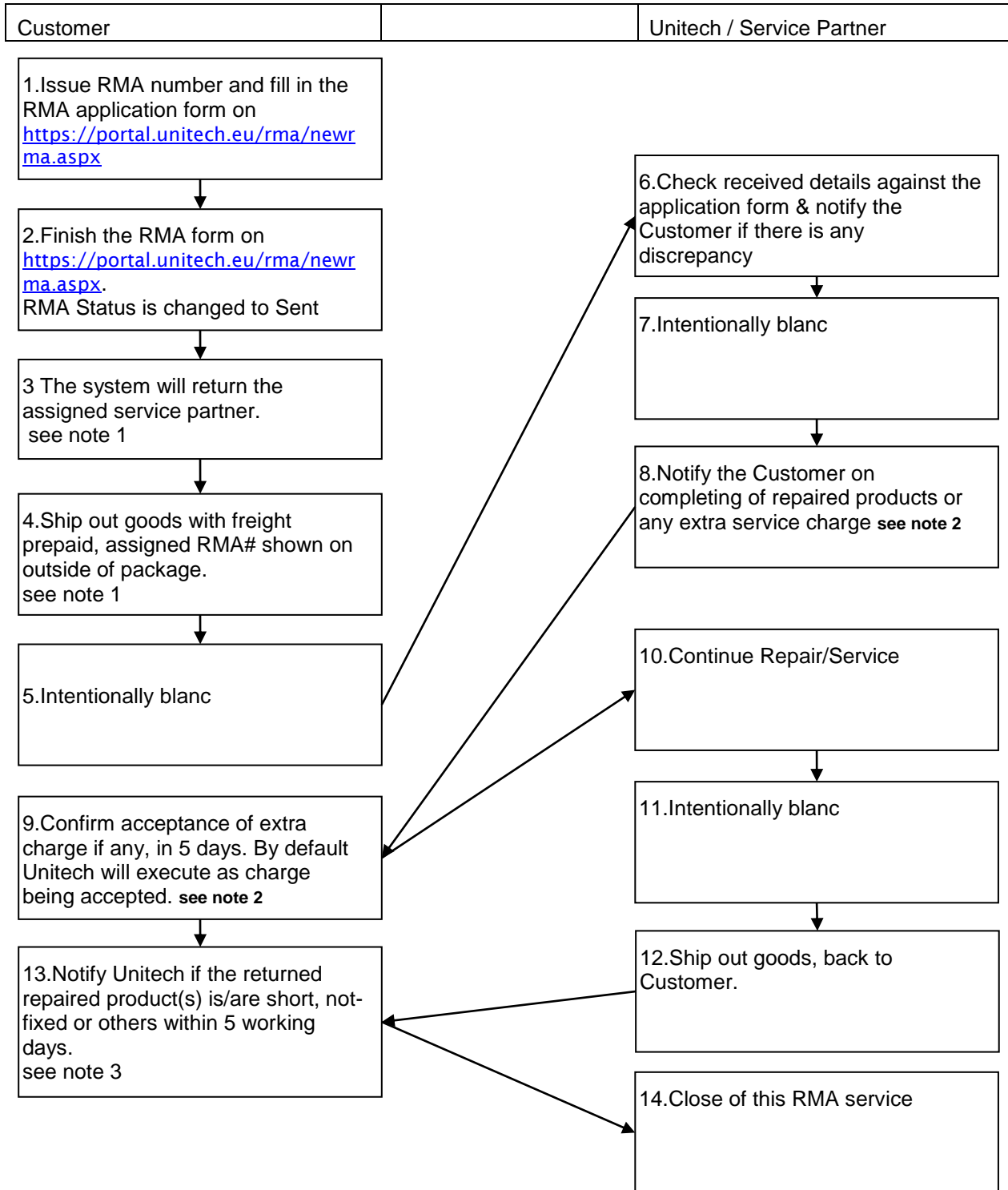
- A. Unitech will conduct a general inspection over the received RMA products within 5 working days after receiving the items to:
- I Ensure all stated items are returned as listed in the submitted RMA form.
 - II Give estimating RMA turn-around-time to customer if longer turn-around time is expected.
 - III Give estimating repair cost if the RMA product(s) is not covered by its borne warranty or out of warranty.
- B. After the RMA product is examined and found no fault or any defect, Unitech will report and consult to/with submitter of the RMA to ensure the examination is properly conducted and correct. If the RMA product(s) is/are out of warranty, Unitech will charge customer for a fixed amount of € **75,00** (seventy-five) for portable terminal & fixed terminal and € **25,00** (twenty-five) for scanner / MSR / accessory.
- C. If the RMA product(s) is/are not covered by its/their borne warranty term, Unitech will conduct a general inspection to estimate the cost. Unitech will send customer a quotation of such estimating cost to receive customer's confirmation of his/her acceptance and agreement before further repairing action is taken, except for the circumstance mentioned at Art 6.b.iv. Upon receiving customer's confirmation and it is the wish of customer not to repair the RMA product(s), Unitech will charge customer for the inspection fee of a fixed amount of € **75,00** (seventy-five) for portable terminal & fixed terminal and € **25,00** (twenty-five) for scanner / MSR / accessory.
- D. Unitech cannot be liable to fix any problem when Unitech product(s) is/are connected to a 3rd party product(s) such as cable or power supply unit which is not approved by Unitech in advance in written form.
- E. Product(s) will perform within the operational and environmental parameters specified for 30 days from date of return shipment.

6. Labor and Material cost charging policy

- A. After the RMA product is examined and found being covered under its borne limited warranty term, Unitech will repair the product to its original functionality standard. All labor and material used are free of charge.
- B. After the RMA product is examined and found not covered under its borne warranty, the following charging scheme will be adapted.
- I Labor cost for repairing portable terminal and fixed position terminal is fixed to € **75,00** (seventy-five) per hour. A minimum one-hour labor cost will be charged.
 - II Labor cost for repairing other products is fixed to € **25,00** (twenty-five) per unit.
 - III Material cost is charged according to actual parts used.
 - IV Unitech is authorized to finish the repair without prior confirmation of customer's acceptance for the extra service charge while its total cost (including materials and labor hours) is under € **150,00** (hundred-fifty) per unit for portable terminal/fixed position terminal or € **75,00** (seventy-five) per unit for other items if no pre-written notice is shown on its RMA application form enclosed with the returned repair/maintain products. Customer is subject to pay the invoice as issued by Unitech.



RMA PROCEDURE



Note 1

Unitech / Service Partner is only responsible to the cost of shipping back goods which are under Limited Warranty and/or UnitCare, for those goods which are not applicable to the Limited Warranty and/or UnitCare; Unitech will ask the Customer to pay the cost of shipping.

Note 2

During the time of waiting customer's confirmation, it is defined as time-out and not included in the fifteen (15) working days turn-around time service term. If Unitech does not receive the confirmation within 2 working days, Unitech will send the customer a reminder to confirm. After the reminder, Unitech will wait another 3 working days. By default Unitech will continue the Service and assure the product is free from defects.

Note 3

In step 9, by default Unitech / Service Partner will close the RMA after being finished, Customer has 14 days to respond regarding the RMA.

Note 4

The turn-around time can only be guaranteed for correctly filled and registered RMA.

