

## 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 one-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 Clause 1 and 2 of this warranty policy also apply 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 multiple-year service program. Three-year to five-year terms are at Buyer’s option. The aforementioned Three-year and five-year terms are inclusive of the one-year Standard Warranty. Buyer must purchase either program within 60 (sixty) days after the shipping date.

(1) By the expiration of Three-year Comprehensive Warranty, Buyer has an option to extend the service with additional one-year term at Buyer’s expense.

(2) A full period of continuous Comprehensive Warranty is limited to 5 (five) years in total inclusive of the first purchase of Comprehensive Warranty.

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

4.8 Besides the additional terms and conditions above for Comprehensive warranty, the content of Clause 1 and 2 of this warranty policy also apply 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.

\*This warranty policy shall follow the current CipherLab Warranty Policy as announced on CipherLab E-RMA System. 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.



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

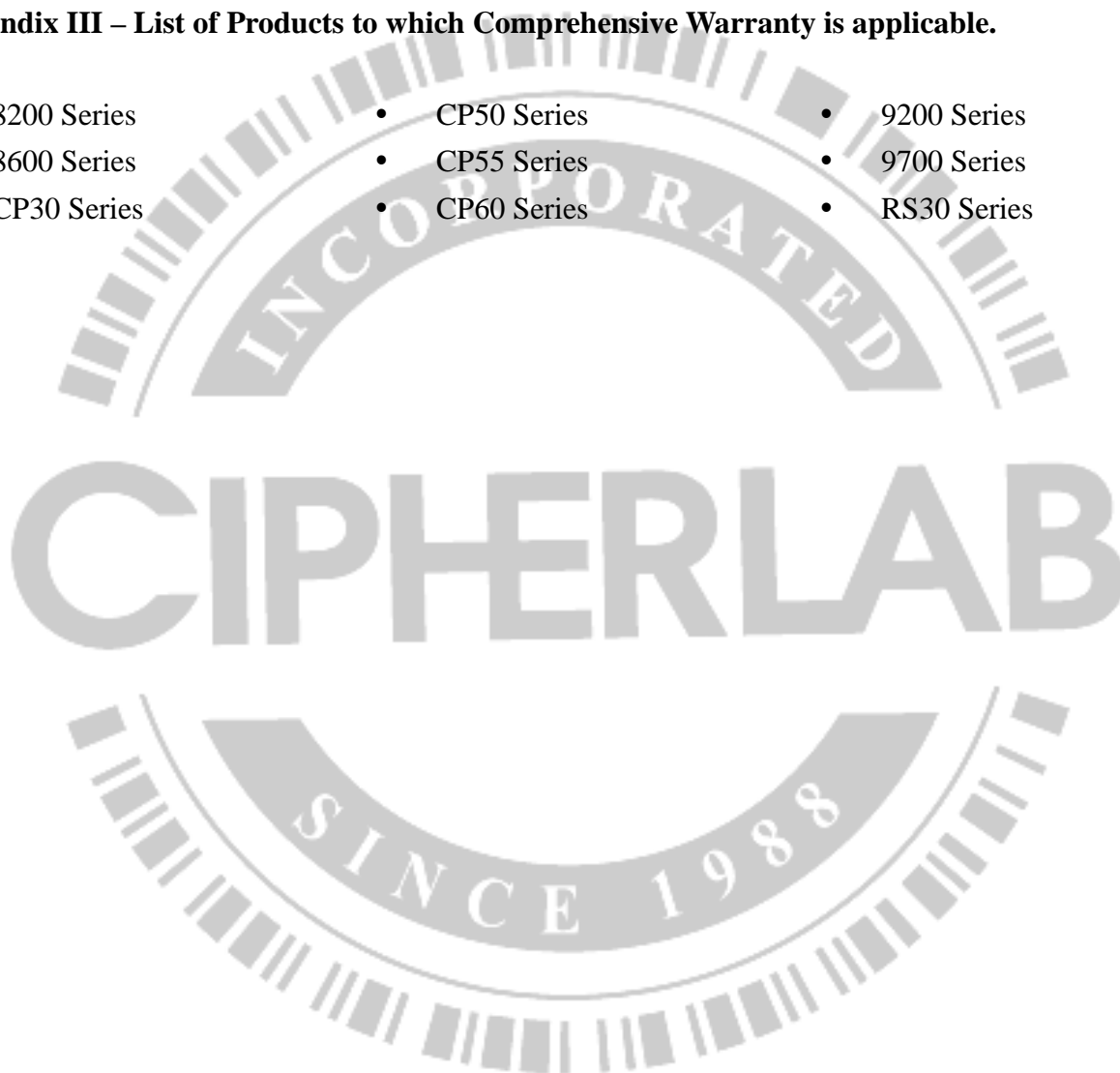
	Product Series	Warranty Period		Product Series	Warranty Period
<b>Mobile Computer and Accessory</b>	8000 Series	1 (one) year	<b>Corded Scanner</b>	1000	5 (five) years, exclusive of cable
	8200 Series	1 (one) year		1070	3 (three) years, exclusive of cable
	8300 Series	1 (one) year		1090	5 (five) years
	8400 Series	1 (one) year		1100 / 1105	5 (five) years
	8600 Series	1 (one) year		1500 / 1500P	5 (five) years
	8700 Series	1 (one) year		1502	3 (three) years; scan engine:1 (one) year
	9200 Series	1 (one) year		1504 / 1504A	3 (three) years; scan engine & Decoder Board:1 (one) year
	9700 Series	1 (one) year		1704	3 (three) years; scan engine & Decoder Board:1 (one) year
	CP30 Series	1 (one) year		1166	3 (three) years
	CP50 Series	1 (one) year		1266	3 (three) years; scan engine:1 (one) year
	CP55 Series	1 (one) year		1560 / 1560P	3 (three) years
	CP60 Series	1 (one) year		1562	3 (three) years; scan engine:1 (one) year
	RS30 Series	1 (one) year			3 (three) years; scan engine & Decoder Board:1 (one) year
					1 (one) Year
	<b>Others</b>	All cradles		1 (one) year	<b>Cordless Scanner</b>
All batteries		3 (three) months	1600 Series	1 (one) Year	
All Power Converters/Adapters		3 (three) months	Battery Charger	1 (one) year	
All Cables		3 (three) months	Stand	1 (one) year	
1861 RFID Gun		1 (one) year	Transponder	1 (one) year	

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

- 8200 Series
- 8600 Series
- CP30 Series
- CP50 Series
- CP55 Series
- CP60 Series
- 9200 Series
- 9700 Series
- RS30 Series

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

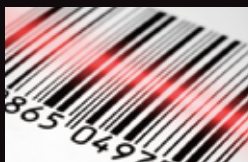
- 8200 Series
- 8600 Series
- CP30 Series
- CP50 Series
- CP55 Series
- CP60 Series
- 9200 Series
- 9700 Series
- RS30 Series



# 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.







## Protection against Unexpected Repair Cost

CipherLab's experienced technicians will provide all services for the repairs to restore your devices back to normal condition. CipherLab devices are undoubtedly rugged, but they are still vulnerable to some damages from occasional accidents. Our comprehensive warranty will satisfactorily provide a complete coverage for accidental breakage along with normal wear and tear. It makes no difference the reasons for the damages. Our service is here to fully repair your devices back to normal and continue to offer maximum productivity. Your devices are ultimately fully protected and free from additional and unexpected repair costs<sup>1</sup>.

## Multi-year Service Options

CipherLab provides warranty options in standard, extended and comprehensive warranties with protections up to 5 years in total. You may select to extend warranty any-time before the standard warranty expires. Alternatively, you can always secure your investments by purchasing the 3 year or 5 year comprehensive warranty.

## Fast Turnaround Time

By having CipherLab's comprehensive warranty, your defective products will be serviced and shipped back under a fast turnaround time. Your products are tested and repaired quickly and effectively, which minimizes your downtime cost. Under the comprehensive warranty, you can get your business on track in a speedy and reliable fashion.

## Value-added Maintenance

CipherLab provides firmware upgrades during the repairing process at no additional cost, ensuring devices are fully working and updated. With the most updated firmware, the devices will be able to work at the best and most reliable condition.

## Online RMA

CipherLab also provides a quick-response online RMA platform. As a customer under our warranty, you may access the online RMA conveniently from anywhere to initiate and manage service request for your equipment.

## Reduce Total Cost of Ownership

The units under CipherLab's service program are serviced and returned under a rapid timetable which gives you a reliable way of eliminating downtime and failure expenses. You benefit more than just instant gratification, but also reducing cost of maintenances and replacements in the long run.

		Standard Warranty	Extended Warranty	Comprehensive Warranty	Extension
Duration		1 Year	Up to 4 Years	3 Years	Up to 2 Years
				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	7 Days	5 Days	2 Days	2 Days
	Shipment	Receiving		V	V
		Return	V	V	V

1. The rights of explanation for the terms regarding the defects and repairs shall be reserved by CipherLab.

2. Service availability may vary by country. Please contact your CipherLab representative for a list of CipherLab mobile computers eligible for CipherLab Service Advantage.

3. When it is in need of repair, please log in CipherLab RMA System, <http://e-rma.cipherlab.com.tw>, and fill in a RMA request form.

### CipherLab Service Centers

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