

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 1st 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 1st 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

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業務活動において信頼性の高い製品をお使い頂くことは、ビジネスを成功に導くための必須のものです。そして同時に業務を効率良く継続するためには、使用される機器に対し、保守の体制が十分に準備されていることが極めて重要なことです。修理が必要とされる時に修理のための信頼のおける迅速な保守手段を確保しておくことが常に重要なことです。

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迅速な修理対応

サイファールラボ総合保守契約により、迅速な修理が可能となります。素早くテストされ修理されてダウンタイムコストを抑えることができ、スピーディーな業務と、信頼性の高い業務が可能となります。

付加価値メンテナンス

修理期間中にファームウェアのアップデートを無料で行い、その機器を最新の状態にしてご返却致します。最新のファームウェアにアップデートされ、ベストなコンディションでお使い頂けます。

オンラインRMA

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保守管理費用の軽減

保守契約して頂いた機器は、短時間に修理・返却され、ダウンタイムによるロスや、修理費用を抑えることができます。喫緊の費用を抑えるだけでなく、長期間に渡る管理運用経費の削減にもつながるものです。

期間		標準契約	契約延長	総合保守契約	契約延長
		1年間	4年間まで	3年間	2年間まで
保守内容	ハードウェアの損傷	✓	✓	✓	✓
	経年劣化			✓	✓
	アクシデントによる損傷			✓	✓
	部材および作業費用	✓	✓	✓	✓
	ファームのアップデート	✓	✓	✓	✓
返却期間	期間	7日	5日	2日	2日
輸送費用	受領			✓	✓
	返却	✓	✓	✓	✓

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(2) 保守サービスは国、地域により異なります。下記にお問い合わせ下さい。

(3) 修理が必要となった場合はRMAシステム (<http://e-rma.cipherlab.com.tw>) にアクセスしフォームに従い記入して下さい。

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