



TSC Auto ID Technology Co., Ltd.

Corporate Headquarters

9F., No.95, Minquan Rd., Xindian Dist., New Taipei City 23141,
Taiwan (R.O.C.)

TEL: +886-2-2218-6789 FAX: +886-2-2218-5678

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Legal registration address: 8F., No.563, Sec. 4, Zhongxiao E. Rd., Xinyi Dist., Taipei City 110, Taiwan (R.O.C.)

Li Ze Plant

No.35, Sec. 2, Ligong 1st Rd., Wuji Township,
Yilan County 26841, Taiwan (R.O.C.)

TEL: +886-3-9906677 FAX: +886-3-9905577

TSC Warranty Extension Agreement

1. Term

- 1.1 The term of this contract shall be for a period of thirteen (13) months from the original date of purchase of this contract, with no limit on the number of printed inches. During the first thirty (30) days a waiting period shall exist where no claims may be made against this contract. Coverage under this agreement is for Back-To-TSC service only.

2. Provided Coverage

- 2.1 TSC will provide repair service available during the normal TSC Repair Center business hours.
Repair service shall include repair of the equipment specified in this contract with the exception of those conditions listed in section 2.3, and any preventative maintenance or adjustments deemed necessary by TSC.
- 2.2. TSC shall in its best effort provide a repair turnaround time of 4 (four) business days or less, commencing on the date the covered standard printer is received by TSC to the date of shipment from TSC Repair Center.
- 2.3. This agreement extends Warranty coverage for electrical and/or mechanical failures covered under the TSC Limited Warranty with the following exceptions:
 - 2.3.1 The TSC limited warranty does not cover equipment or parts that have been misused, altered, neglected, handled carelessly, or used for purposes other than those for which they were manufactured. This warranty also does not cover loss, damages resulting from accident, acts of nature (lightning) or damages resulting from unauthorized service.
 - 2.3.2 Printer failures caused by water intrusion or component failures caused by excessive humidity within the printer.
 - 2.3.3 Missing, modified or unauthorized parts – Printers received with missing parts, parts which have been altered in form, fit or function or with parts other than genuine TSC parts.
 - 2.3.4 Printers with structural damage to chassis components including but not limited to the base plate and/or center plate.



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2.3.5 Consumable items, including but not limited to print heads and platen rollers.

2.3.6 Damage incurred in the transportation of the covered printer to and from the TSC Repair Center shall be the sole responsibility of the customer. Any claims for shipping damage shall be between the customer and the carrier.

3. RETURN PROCESS

3.1 Should the printer fail during the term of this agreement, the end-user shall contact TSC Technical Support to determine if the printer issue can be resolved via the telephone/email. If Technical Support is unable to resolve the problem, an RMA form will be provided to the customer. Please fill in the RMA form and send back to TSC Technical Support to complete the RMA process.

3.2 TSC Technical Support will issue an RMA number on the RMA form to the end user by email or by fax. The end user must attach the form to the outside of the packaging of the printer when return the printer.

4. PAYMENT

4.1 TSC shall invoice the customer for amounts due hereunder. All amounts due shall be paid on or before 30 days from the date of TSC's invoice. Amounts that are not paid when due shall be subject to a late payment charge of 1.5% per month until paid.

5. SHIPMENT

5.1 Shipment of original printer back to TSC shall be transportation and insurance pre-paid by the customer. The printer must be in original packaging with the RMA form attached to the outside.

5.2 U.S. Market: TSC will ship the replacement printer by standard ground service within the contiguous 48 United States and District of Columbia. Customer shall pay all shipping cost, customs and all other additional freight charges outside the contiguous 48 United States. Furthermore, TSC shall not be held responsible for delay in shipping time caused by the carrier.

4.3 EMEA Market: TSC will ship the replacement printer by standard ground service within TSC authorized partners. Customer shall pay all shipping cost,



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customs and all other additional freight charges outside TSC authorized partners. Furthermore, TSC shall not be held responsible for delay in shipping time caused by the carrier. For TSC authorized partners' further information, please contact TSC Auto ID Technology EMEA GmbH.

6. ASSIGNMENT

Customer shall have the right to assign its rights under this Agreement to any new purchaser of the equipment herein described. Any such assignment shall be in writing and an executed copy thereof shall be delivered to TSC by customer.

7. GENERAL

7.1 TSC shall have the right to suspend its services hereunder or cancel this Agreement in case of any default by customer in any payment required to be made hereunder. Customer shall not be entitled to any refund or credit in either such event. Customer shall have the right to terminate this Agreement only in the event of any material default by TSC, in which event; TSC's sole liability to customer shall be to refund to customer a portion of the amount paid by customer for the unexpired then applicable term of this Agreement.

7.2 Any TSC services provided outside the scope of this Agreement will be furnished at TSC then applicable fixed rates then in effect.

6.3. This Agreement shall be governed by and construed and enforced in accordance with the laws of Taiwan without regard to its conflicts of law rules. The parties hereby consent to and submit to jurisdiction of Taiwan Taipei District Court.

8. Cancellation Policy

8.1 You may cancel this agreement through written notice to TSC for a full refund within thirty (30) days of receipt of purchase order or before TSC's receipt of the first printer, whichever comes first.

**Extended warranty is valid in EMEA (Europe, Middle East, and Africa) only. Please consult your sales representative for complete details.*