

ParcelTools

Limited Factory Warranty March 2023



Warranty Coverage

ParcelTools warrants to Customer that ParcelTools' products will be free from defects in materials and workmanship for a period of 12 months from product shipment. ParcelTools ("ParcelTools") hardware products are warranted against defects in material and workmanship under normal and proper use. The liability of ParcelTools under this warranty is limited to furnishing the labour and parts necessary to remedy any defect covered by this warranty and restore the product to its normal operating condition. Repair or replacement of product during the warranty does not extend the original warranty term. Products are sold on the basis of specifications applicable at the time of manufacture and ParcelTools has no obligation to modify or update products once sold. Exclusions include components classified as "consumables" these include batteries with a limited warranty of 3 months and tape cartridges which have no warranty.

If ParcelTools determines that a product has defects in material or workmanship, ParcelTools shall, at its sole option repair or replace the product without additional charge for parts and labour, or credit or refund the defective products duly returned to ParcelTools. To perform repairs, ParcelTools may use new or reconditioned parts, components, subassemblies or products that have been tested as meeting applicable specifications for equivalent new material and products. Customer will allow ParcelTools to scrap all parts removed from the repaired product. The warranty period shall extend from the date of shipment from ParcelTools for the duration published by ParcelTools for the product at the time of purchase (Warranty period). ParcelTools warrants repaired hardware devices against defects in workmanship and materials on the repaired assembly for a 90 day period starting from the date of shipment of the repaired product from ParcelTools or until the expiration of the original warranty period, whichever is longer. ParcelTools does not guarantee, and is not responsible for, the maintenance of, damage to, or loss of configurations, data, and applications on the repaired units and at its sole discretion can return the units in the "factory default" configuration or with any software or firmware update available at the time of the repair (other than the firmware or software installed during the manufacture of the product). Customer accepts responsibility to maintain a back up copy of its software and data.

Warranty Claims Process

In order to obtain service under the Factory Warranty, Customer must notify ParcelTools of the claimed defect before the expiration of the applicable Warranty period and obtain from ParcelTools a return authorisation number (RMA) for return of the product to a designated ParcelTools service centre. If ParcelTools determines Customer's claim is valid, ParcelTools will repair or replace product without additional charge for parts and labour. Customer shall be responsible for packaging and shipping the product to the designated ParcelTools service centre, with shipping charges prepaid. ParcelTools shall pay for the return of the product to Customer if the shipment is to a location within the country in which the ParcelTools service centre is located. Customer shall be responsible for paying all shipping charges, duties, taxes, and any other charges for products returned to any other locations. Failure to follow the applicable RMA policy, may result in a processing fee. Customer shall be responsible for return shipment expenses for products which ParcelTools, at its sole discretion, determines are not defective or eligible for warranty repair.

Warranty Exclusions

The ParcelTools Factory Warranty shall not apply to:

- (i) any product which has been damaged, modified, altered, repaired or upgraded by other than ParcelTools service personnel or its authorised representatives;
- (ii) any claimed defect, failure or damage which ParcelTools determines was caused by faulty operations, improper use, abuse, misuse, wear and tear, negligence, improper storage or use of parts or accessories not approved or supplied by ParcelTools;
- (iii) any claimed defect or damage caused by the use of product with any other instrument, equipment or apparatus;
- (iv) any claimed defect or damage caused by the failure to provide proper maintenance, including but not limited to cleaning the scanner window in accordance with product manual;
- (v) any defect or damage caused by natural or man-made disaster such as but not limited to fire, water damage, floods, other natural disasters, vandalism or abusive events that would cause internal and external component damage or destruction of the whole unit, consumable items;
- (vi) any damage or malfunctioning caused by non-restoring action as for example firmware or software upgrades, software or hardware reconfigurations etc;
- (vii) the replacement of the scanner window or cartridge due to scratching, stains or other degradation and/or
- (viii) any consumable or equivalent item such as cables, power supply, batteries, touch screen, USB adaptor etc.

No Assignment

Customer may not assign or otherwise transfer its rights or obligations under this warranty except to a purchaser or transferee of product. No attempted assignment or transfer in violation of this provision shall be valid or binding upon ParcelTools.

ParcelTools' Limited Warranty is in lieu of all other warranties, express or implied, oral or written, statutory or otherwise, including, without limitation, any implied warranties of merchantability, fitness for a particular purpose, or non infringement. ParcelTools shall not be liable for any damages sustained by customer arising from delays in the replacement or repair of products under the above. The remedy set forth in this warranty statement is the customer's sole and exclusive remedy for warranty claims. Under no circumstances will ParcelTools be liable to a customer or any third party for any lost profits, or any incidental, consequential in-direct, special or contingent damages regardless of whether ParcelTools had advance notice of the possibility of such damages.

Risk of Loss

Customer shall bear risk of loss or damage for product in transit to ParcelTools. ParcelTools shall assume risk of loss or damage for product in ParcelTools' possession. In the absence of specific written instructions for the return of product to Customer, ParcelTools will select the carrier, but ParcelTools shall not thereby assume any liability in connection with the return shipment.