

## Warranty Statement

### Printers, and Replacement Parts

GoDEX printers and replacement parts, excluding printheads, batteries and accessories are warranted by GoDEX to be free from defects in workmanship and material for a period of three (3) years from the date the end user takes delivery, or 42 months from GoDEX's ship date, whichever comes first. Mobile printers include a 2 year warranty against defects.

### Printheads

GoDEX printheads are warranted by GoDEX to be free from defects in workmanship and material for a period of 1 year from the date the end user takes delivery, or 1,000,000 inches of printing, whichever comes first. Physical damage to printheads is not covered under warranty. **Mileage verification required for all thermal print head claims.**

### Accessories

GoDEX accessories, including cutters, label dispensers, rewinders, optional interface cards, and scanners, are warranted by GoDEX to be free from defects in workmanship and material for a period of one (1) year from the date the end user takes delivery of the product, or 18 months from GoDEX's ship date, whichever comes first. Cutters are not designed to cut through any type of adhesive/ glue. GoDEX Batteries include a 12 month warranty from the date the end-user takes delivery.

### Warranty Exclusions and Conditions

All GoDEX warranties are null and void in cases of customer misuse or neglect that may include: improper operation of the product, using the product for purposes other than its designed purpose, lack or absence of proper and timely cleaning, product modification, and electrostatic discharge. Defects covered under GoDEX's warranty policy will be remedied by product repair or replacement, at GoDEX's sole discretion. For warranty repairs within the continental U.S., the customer pays freight costs for shipping to GoDEX and GoDEX pays freight costs back to the customer, with a matching service. For warranty repairs outside of the continental U.S., the customer pays freight costs for shipping to GoDEX and GoDEX pays freight costs to ship to the nearest U.S. port back to the customer. For non-warranty repairs, customer pays freight both ways. **Minimum cost for non-warranty repairs is one hour labor at \$95 plus parts.** Proof of purchase from end user may be required to validate warranty period. Product returned to GoDEX must be properly packaged without any media loaded in the printers; repaired printers will be returned to customer in their original packaging sent to GoDEX therefore using enough packaging material is critical and the customer's responsibility to prevent any damage both ways. The cost to repair damage to products that has been improperly packaged is the responsibility of the customer. This warranty is exclusive. GoDEX disclaims all other warranties, specifically any implied warranties of merchantability or fitness for a particular purpose. GoDEX's maximum liability for warranty claims is limited to the invoiced price of the defective product. GoDEX shall not be under any circumstances, liable for any consequential losses or damages to any party with respect to any warranty claim or occurrence.