



WARRANTY POLICY

This Warranty Policy applies to all buyers who purchase Products from Videojet directly, unless an alternate warranty policy is published on a local Videojet website or otherwise made available in writing by the selling Videojet entity. Notwithstanding the warranty periods dictated in this Warranty Policy, pursuant to local laws or regulations, longer warranty periods may apply.

- 1. Equipment Warranty.** The seller, Videojet Technologies (S) Pte. Ltd. ("Videojet"), warrants that the printing and coding equipment purchased from Videojet conforms to Videojet's published specifications and is free from defects in materials and workmanship. Unless otherwise provided herein, this warranty covers both the parts and onsite labor necessary to correct any non-conformities or defects with the equipment. For parts necessary to correct any non-conformities or defects, the warranty period extends until the earlier of (i) 365 days after date of installation of equipment or, (ii) 15 months after date of shipment of equipment from Videojet's facility. For any onsite labor necessary to correct any non-conformities or defects, the warranty period extends until the earlier of (i) 90 days after date of installation of equipment or (ii) 270 days after date of shipment of equipment from Videojet's facility. Below are exceptions to the above warranty:

Wolke m600 Advanced and m600 OEM Controllers and Compatible Print Heads - THIS STANDARD WARRANTY DOES NOT APPLY. Contact your local sales representative for a copy of the applicable warranty. All other Wolke branded equipment is subject to this Warranty Policy.

Label Print and Apply (LPA) Equipment, Models 9550, 9560, and 9560 PL Thermal Printheads and rollers - THIS STANDARD WARRANTY DOES NOT APPLY. These parts are warranted for a period of 90 days from shipment of the Equipment or 15 Kilometers of linear print distance, whichever comes first. A printhead is considered to be eligible for a warranty claim if it has 3 dead print elements.

Laser Equipment - Warranty period for parts and onsite labor extends until the earlier of (i) 365 days from date of installation or (ii) 15 months from date of shipment. Warranty period for laser sources extends for an additional 365 days. 7920 laser models come with SourceSecure™, which extends the warranty period for the laser source to a total of (60) months from the date of shipment of the original laser system from Videojet.

Equipment purchased by Videojet authorized distributors – Notwithstanding anything in this Warranty Policy, this warranty covers parts only and does not cover onsite labor.

Products not Manufactured by Videojet – Videojet will pass through transferable manufacturer's warranties.

- 2. Parts Warranty.** Videojet warrants that: (i) non-consumable parts and non-wear spare parts will conform to Videojet's published specifications and be free from defects in workmanship and materials for 365 days from date of shipment; (ii) consumable spare parts, including, without limitation, filters, focusing lens, lens protectors, mirrors, knives, transport belts, feed rollers, and thermal transfer printheads, print rollers, print platens for Thermal Transfer Overprint products, shall conform to Videojet's published specifications and will be free from defects in workmanship and materials at the time of shipment; (iii) wear parts include, without limitation, non-thermal transfer printheads, 1000 series continuous inkjet printer ink systems (also referred to as printer core), and laser tubes shall conform to Videojet's published specifications and will be free from defects in workmanship and material at time of shipment. Videojet warrants used and refurbished parts for 90 days from the date of shipment. **Label Print and Apply (LPA) Equipment-specifically, for Models 9550, 9560, 9560 PL Thermal Printheads and rollers that are purchased as a new replacement part on Equipment, the warranty period is 90 days from shipment of the replacement part or 15 Kilometers of linear print distance, whichever comes first.**
- 3. Supplies Warranty.** Videojet warrants that its supplies, which include inks, ribbons, makeup fluids and other consumable products (excluding consumable spare parts), will conform to Videojet's published specifications and will be free from defects in workmanship and materials through the stated "best when used before date" appearing on the container.
- 4. Software Warranty.** Videojet warrants that for the earlier of 90 days from installation or 120 days from shipment, its software will perform substantially in accordance with Videojet's published specifications and any accompanying user documentation, if the Software is used under normal operation and maintenance conditions. ANY THIRD PARTY SOFTWARE PROVIDED WITH THE SOFTWARE, AND DATA AND PRE-RELEASE VERSIONS OF THE SOFTWARE, ARE SUPPLIED ON AN "AS IS" BASIS WITHOUT CONDITION OR WARRANTY OF ANY KIND, INCLUDING ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, EITHER EXPRESS OR IMPLIED. Any software warranty in any software license agreement between the parties will take precedence over this software warranty.
- 5. Warranty Services.** Should any failure to conform to the warranty appear within the warranty period (or 30 days after shipment for consumable spare parts), Buyer must promptly notify Videojet in writing. Within a reasonable time thereafter and subject to the other provisions herein, Videojet will make the necessary repairs at its expense after confirmation that the non-conforming goods were stored, installed, maintained and used in accordance with Videojet's recommendations, accompanying documentation, published specifications and standard industry practice. Onsite warranty services in Singapore will be performed at the location of the goods only between the hours of 9:00 a.m. and 5:30 p.m. local time, excluding weekends and holidays. Additional charges will apply for services required outside of such hours. For the avoidance of doubt, replacement parts provided under this warranty are only warranted against defects in materials and workmanship for the remainder of the warranty period and no additional or extended warranty period shall apply to such replacement parts.
- 6. Failure to Repair.** If Videojet is unable to repair warranted goods located in Singapore after a reasonable number of attempts, or where warranted goods were purchased by Videojet authorized distributors located outside Singapore, Videojet will provide, at its option, (i) new or used replacement goods provided Buyer returns the non-conforming goods; or (ii) a refund of the purchase price (whether through a credit note or otherwise) depreciated in accordance with standard accounting principles. **THIS SECTION 6 CONTAINS BUYER'S EXCLUSIVE REMEDIES AND VIDEOJET'S SOLE OBLIGATIONS FOR ANY BREACH OF THIS WARRANTY POLICY. NO OTHER REMEDIES, OBLIGATIONS, LIABILITIES, RIGHTS, OR CLAIMS, WHETHER ARISING IN TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, ARE AVAILABLE.**
- 7. Warranty Exceptions.** Videojet's warranties herein do not cover failure of warranted goods resulting from: (i) accident, abuse, misuse, neglect or any other use not in accordance with Videojet's recommendations, accompanying documentation, published specifications, and standard industry practice; (ii) fire, flood, lightning or any other act of God, Buyer or third party; (iii) Buyer's failure to provide power, air, supplies, storage conditions, or an operating environment that conforms to Videojet's accompanying documentation and published specifications; (iv) failure to follow the maintenance procedures in Videojet's accompanying documentation or published specifications; (v) repair or service by anyone other than Videojet or its authorized representatives; (vi) the warranted goods or any part thereof, including without limitation the ink system and thermal transfer printheads, being used, or coming into contact, with any equipment, parts, supplies or consumables not manufactured, distributed, or approved by Videojet; (vii) any attachments to the warranted goods not manufactured, distributed or approved by Videojet; or (viii) any modifications to the warranted goods not approved by Videojet. Videojet warrants that all services shall be performed in a professional and workmanlike manner in accordance with applicable industry standards for 5 days after performance. For the avoidance of doubt, repeat services on any equipment required to repair any prior or new issues are not covered by this warranty unless such issues arise from previous services provided by Videojet that failed to meet this service warranty. Videojet in its sole but reasonable discretion shall determine whether any of the exceptions herein apply.

8. **Warranty Disclaimer.** THESE WARRANTIES ARE GIVEN SOLELY TO BUYER AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. NO EMPLOYEE OR AGENT OF VIDEOJET, OTHER THAN AN OFFICER OF VIDEOJET, IS AUTHORIZED TO MAKE ANY WARRANTY IN ADDITION TO THE FOREGOING.
9. **Limitation of Liability.** IN NO EVENT WILL VIDEOJET BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF ANY WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT, OR ANY OTHER LEGAL THEORY. IN ANY EVENT OF LIABILITY, VIDEOJET'S MAXIMUM LIABILITY HEREUNDER WILL NOT EXCEED THE PRICE OF THE GOODS OR SERVICES FURNISHED BY VIDEOJET GIVING RISE TO THE CLAIM.