



HID Global Corporation General Warranty Policy

Version 2.01-- Effective Date July 01, 2010

This HID Global Corporation ("HID") General Warranty Policy sets forth the warranty terms governing all HID products ("Product(s)"), sold pursuant to the HID General Sales Policy which is available at our website (www.hidglobal.com) at www.hidglobal.com/page.php?page_id=359, and incorporated by reference.

HID RESERVES THE RIGHT TO AMEND ITS GENERAL WARRANTY POLICY FROM TIME TO TIME. ANY SUCH AMENDMENT WILL BE REGARDED AS APPROVED UPON RECEIPT OF WRITTEN NOTICE (INCLUDING PRINTABLE EMAIL) TO YOU, UNLESS YOU SEND AN OBJECTION IN WRITING (INCLUDING PRINTABLE EMAIL) WITHIN SIX WEEKS AFTER RECEIPT OF SUCH NOTICE. HID WILL ADVISE YOU IN THE NOTICE REGARDING SUCH EFFECTS. ANY SUCH AMENDMENT WILL TAKE EFFECT ONCE SUCH AMENDED TERMS ARE REGARDED AS APPROVED AS MENTIONED ABOVE, AND SHALL THEREAFTER APPLY TO ALL ORDERS RECEIVED FROM YOU.

A. General Warranty

HID warrants each of its hardware products and the media on which software is distributed to YOU to be free from defects in materials and assembly in the course of normal use and service from the date of shipment by HID to YOU for the period of time specified in this General Warranty Policy or other HID documentation associated with the product. Absent a specified warranty period of greater duration, HID warrants each of its hardware products and the media on which software is distributed to YOU to be free from defects in materials and assembly in the course of normal use and service for a period of ninety (90) days from the date of shipment by HID to YOU.

B. Exclusive Product Warranty Remedy

YOUR sole and exclusive remedies for hardware product or media warranty claims pursuant to this General Warranty Policy are as follows:

1. For defective **Credentials (e.g., Cards, Key fobs, Tags)**, HID will credit YOU with the price paid by YOU for the defective Credentials.
2. For defective **Readers, Printers, VertX Products, "Dorado by HID" Products, and MR Access Magnetic Stripe Readers**, HID at its sole discretion will either repair the defective Product or replace it with a new or refurbished Product without charge to YOU (replacement Product being of identical model or functional equivalent). Only if such product is associated with a lifetime warranty in this General Warranty Policy, HID may, at its sole discretion, provide to the YOU a credit towards YOUR future purchase of product from HID in the amount of the price paid by YOU for the defective product (excluding local taxes and levies).
3. For all other defective Products, HID will, in its sole discretion, (i) repair the defective Product without charge; (ii) replace the defective Product with a new or refurbished Product (replacement Product being of identical model or functional equivalent); or (iii) provide to the YOU a credit towards YOUR future purchase of product from HID in the amount of the price paid by YOU for the defective product (excluding local taxes and levies).



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4. To return a defective Product which is under warranty to HID, YOU must:

- a. Inform HID Customer Service that YOU have a defective Product. For convenience, a Return Material Authorization ("RMA") form can be filled out and E-Mailed from our web site at http://www.hidcorp.com/page.php?page_id=20.
- b. Provide HID Customer Service or Technical Support, as specified in the associated Product documentation, with the following:
 - (i) The model number and serial number of the defective Product.
 - (ii) A description of the Product defect.
- c. HID will issue an RMA number to YOU. No RMA number will be issued to YOU if the applicable warranty period for the defective Product has expired.
- d. YOU must return the defective Product to HID with the RMA number clearly marked on the package. Shipment of the defective Product must be made within the timeframe specified on HID's RMA notice or within thirty (30) calendar days from HID's issuance of the applicable RMA number, whichever period is longer. Any package returned to HID without an RMA number or shipped outside of the applicable RMA timeframe will be refused and shipped back to YOU. A new RMA number must be obtained for any defective Product returned to YOU due to failure to adhere to this process. The defective Product must be returned to HID in a testable condition (e.g., wiring cable must be left a minimum of 6" long, credentials cannot be cut in half, etc.) otherwise the warranty is invalidated.
- e. Upon HID's receipt of the defective Product from YOU, HID will evaluate the defective Product to determine whether it is covered under HID's warranty. If HID determines the Product is covered under its warranty, HID will take the corrective warranty action described in this Section B, depending on the type of Product. YOU agree to pay HID a minimum per unit charge of U.S.\$200.00 for printers and U.S.\$50.00 for all other Product evaluated by HID and determined not to be defective. All defective Products which are returned to HID and not returned to YOU will become the property and possession of HID.
- f. Evaluation of Out of Warranty Products
Upon YOUR request, HID may evaluate Product(s) which are not under warranty. If HID agrees to perform an evaluation, a minimum per unit charge of U.S. \$200.00 for printers and U.S. \$100.00 for all other Product will be applied to each Product evaluated for the labor required in the evaluation
- g. **Non-Warranty Repair Charges**
HID may agree to repair certain Products which are out of warranty. Please contact your local HID representative or Customer Service for applicable rates and charges.

C. Warranty Exclusions

Any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the applicable warranty period as provided herein. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

Solely for purposes of clarity, HID provides the below non-exhaustive listing of items excluded from warranty coverage:

- Ancillary equipment not furnished by HID which is attached to or used in conjunction with a Product.
- Product which is used with any ancillary equipment that is not furnished by HID.
- Contact Smart Chip Modules/Reader Modules/Code Strips embedded into other products.
- Tags/Inserts embedded into other products.
- Damage to the product caused by neglect, improper handling, preparation, or installation of the Product.
- Misused Product.

THIS WARRANTY DOES NOT COVER ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGE, INCLUDING BUT NOT LIMITED TO ECONOMIC LOSS, LOST PROFITS, OR LOST EARNINGS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGE, SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.



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THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE-TO-STATE.

D. Warranty Disclaimer

THIS GENERAL WARRANTY SETS FORTH THE FULL EXTENT OF HID'S WARRANTY RESPONSIBILITY. REPAIR, REPLACEMENT, OR CREDIT IN THE AMOUNT OF THE PURCHASE PRICE PAID FOR THE APPLICABLE DEFECTIVE PRODUCT, AT HID'S SOLE DISCRETION AS INDICATED ABOVE, IS THE EXCLUSIVE REMEDY. THIS WARRANTY IS PROVIDED IN LIEU OF ALL OTHER EXPRESS, IMPLIED AND STATUTORY WARRANTIES. ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD-PARTY RIGHTS, ARE SPECIFICALLY EXCLUDED.

Regional Modifications to the Warranty Policy:

*For HID products sold by **HID UK Ltd.**, the following language shall replace Section D of the Warranty Policy in its entirety:*

D. Warranty Disclaimer

THIS WARRANTY SETS FORTH THE FULL EXTENT OF HID'S WARRANTY RESPONSIBILITY. REPAIR, REPLACEMENT, OR CREDIT IN THE AMOUNT OF THE PURCHASE PRICE PAID FOR THE APPLICABLE DEFECTIVE PRODUCT, AT HID'S SOLE DISCRETION AS INDICATED ABOVE, IS THE EXCLUSIVE REMEDY. THIS WARRANTY IS PROVIDED IN LIEU OF ALL OTHER EXPRESS, IMPLIED AND STATUTORY WARRANTIES. ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD-PARTY RIGHTS, ARE SPECIFICALLY EXCLUDED TO THE EXTENT PERMITTED BY APPLICABLE LAW.



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*For HID products sold by **HID Asia Pacific Ltd.**, the following language shall replace Section D of the Warranty Policy in its entirety:*

D. Warranty Disclaimer

THIS WARRANTY SETS FORTH THE FULL EXTENT OF HID'S WARRANTY RESPONSIBILITY. REPAIR, REPLACEMENT, OR CREDIT IN THE AMOUNT OF THE PURCHASE PRICE PAID FOR THE APPLICABLE DEFECTIVE PRODUCT, AT HID'S SOLE DISCRETION AS INDICATED ABOVE, IS THE EXCLUSIVE REMEDY. THIS WARRANTY IS PROVIDED IN LIEU OF ALL OTHER EXPRESS, IMPLIED AND STATUTORY WARRANTIES. ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD-PARTY RIGHTS, ARE SPECIFICALLY EXCLUDED TO THE EXTENT PERMITTED BY APPLICABLE LAW.



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*For HID products sold by **HID Global GmbH** or **HID Global Switzerland S.A.**, the following language shall replace Sections A-D of the Warranty Policy in their entirety:*

A. General Warranty

HID warrants each of its hardware products and the media on which software is distributed pursuant to these Terms of Sale to be free from defects in materials and assembly in the course of normal use and service for a period of one (1) year from shipment by HID to YOU. The applicable warranty period may be longer if so specified in an applicable Warranty Exhibit or HID documentation.

B. Exclusive Product Warranty Remedy

YOUR sole and exclusive remedies for hardware product or media warranty claims pursuant to the General Warranty contained herein are as follows:

1. For defective **Credentials (e.g., Cards, Key fobs, Tags)**, HID offers to credit YOU with the price paid by YOU for the defective Credentials. YOU are entitled to your rights provided by statutory laws.

2. For defective **Readers, Printers, VertX Products, "Dorado by HID" Products, and MR Access Magnetic Stripe Readers**, HID at its sole discretion will either repair the defective Product or replace it with a new or refurbished Product without charge to YOU (replacement Product being of identical model or functional equivalent). However, if HID is unable to correct any such defects after a reasonable period of time, YOU are entitled to assert YOUR rights provided by statutory laws.

3. For all other defective Products, HID will, in its sole discretion, (i) repair the defective Product without charge; or (ii) replace the defective Product with a new or refurbished Product (replacement Product being of identical model or functional equivalent). However, if HID decides to repair or is unable to correct any such defects after a reasonable period of time, YOU are entitled to assert YOUR rights provided by statutory laws.

4. Notwithstanding YOUR statutory rights, in order to return a defective Product which is under warranty to HID, YOU are asked to:

a. Inform HID Customer Service that YOU have a defective Product.

For convenience, a Return Material Authorization ("RMA") form can be filled out and E-Mailed from our web site at http://www.hidcorp.com/page.php?page_id=20.

b. Provide HID Customer Service or Technical Support, as specified in the associated Product documentation, with the following:

(i) The model number and serial number of the defective Product.

(ii) A description of the Product defect.

c. HID will issue an RMA number to YOU. No RMA number will be issued to YOU if the applicable warranty period for the defective Product has expired.

d. YOU are asked to return the defective Product in to HID with the RMA number clearly marked on the package. Shipment of the defective Product must be made within the timeframe specified on HID's RMA notice or within thirty (30) calendar days from HID's issuance of the applicable RMA number, whichever period is longer. Any package returned to HID without an RMA number or shipped outside of the applicable RMA timeframe will be refused and shipped back to YOU. A new RMA number must be obtained for any defective Product returned to YOU due to failure to adhere to this process.

e. Upon HID's receipt of the defective Product from YOU, HID will evaluate the defective Product to determine whether it is covered under HID's warranty. If HID determines the Product is covered under its warranty, HID will take the corrective warranty action described in this Section B of the Warranty Policy depending on the type of Product. YOU agree to pay HID a minimum per unit charge of U.S.\$200.00 for printers and U.S.\$50.00 for all other Product evaluated by HID and determined not to be defective. All defective Products which are returned to HID and not returned to YOU, since the defect cannot be repaired



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and YOU receive other remedy, will become the property and possession of HID.

f. Evaluation of Out of Warranty Products

Upon YOUR request, HID may evaluate Product(s) which are not under warranty. If HID agrees to perform an evaluation, a minimum per unit charge of U.S.\$200.00 for printers and U.S.\$100.00 for all other Product will be applied to each Product evaluated for the labor required in the evaluation.

g. Non-Warranty Repair Charges

HID may agree to repair certain Products which are out of warranty. Please contact your local HID representative or Customer Service for applicable rates and charges.

C. Warranty Exclusions

Solely for purposes of clarity, HID provides the following non-exhaustive listing of items excluded from warranty coverage:

- Ancillary equipment not furnished by HID which is attached to or used in conjunction with a Product.
- Product which is used with any ancillary equipment that is not furnished by HID contrary to normal use.
- Cards/credentials which are processed or modified by third parties after sale by HID.
- Contact Smart Chip Modules/Reader Modules/Code Strips embedded into other products contrary to normal use.
- Tags/Inserts embedded into other products contrary to normal use..

D. WARRANTY AND GUARANTEE DISCLAIMER

HID DOES NOT ASSUME GUARANTEES AS TO THE QUALITY OR DURABILITY OF THE SERVICES OR PRODUCTS SUPPLIED, NOR DOES IT GIVE ANY OTHER GUARANTEES UNLESS IT HAS ISSUED A WRITTEN STATEMENT EXPRESSLY STATING THIS. THIS WARRANTY SETS FORTH THE FULL EXTENT OF HID'S WARRANTY RESPONSIBILITY. ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY ARE SPECIFICALLY EXCLUDED.

NOTHING IN THIS CLAUSE SHALL LIMIT HID'S OR ITS SUPPLIERS' LIABILITY FOR DAMAGES WHICH, FOR WHATEVER LEGAL REASON, WERE CAUSED WITH GROSS NEGLIGENCE OR WILLFUL INTENT, FOR DAMAGES TO LIFE, BODY AND HEALTH AND FROM THE ACCEPTANCE OF A GUARANTEE OR OF A PRODUCT LIABILITY RISK OR WHICH OTHERWISE MAY NOT BE EXCLUDED BY MANDATORY STATUTORY LAWS.



Exhibit A Select Product Warranty Periods

The following HID products offer a **Lifetime Warranty Period**, unless otherwise noted:

Physical Access Control Readers:

- HID iCLASS® 13.56 MHz Readers^{1,2,3}
- HID multiCLASS® Readers^{2,8}
- HID Proximity 125 kHz Readers³
- HID MIFARE® Readers
- FlexSmart® 13.56 MHz Readers
- HID Wiegand Readers³
- HID MultiProx® Interface System Products³
- HID Proxima Readers
- HID Indala® FlexPass™ / 125 kHz Readers
- Indala MIFARE® and DESFire® 13.56 MHz Readers
- Cotag by Indala® Heavy Duty Reader
- SmartID® Readers⁴
- SmartTRANS® Readers⁵

Credentials:

- HID iCLASS® 13.56 MHz Credentials (Identified with an “HID” logo)³
- HID Proximity 125 kHz Credentials (Identified with an “HID” logo)^{2,3}
- HID MIFARE® / DESFire® Credentials (Identified with an “HID” logo)
- HID Wiegand Credentials (Identified with an “HID” logo)
- Dorado by HID Proximity Cards / Keyfobs
- HID Proxima Cards
- HID Indala® FlexPass™ /125 kHz Cards, Tags, Transponders and Key Fobs³

The following HID products offer a **Five Year Warranty Period**, unless otherwise noted:

- Cotag by Indala® Cards, Tags, Transponders and Key Fobs

The following HID products offer a **Three Year Warranty Period**, unless otherwise noted:

- Cotag by Indala® Readers⁶
- HID OMNIKEY® 8751 eHealth-LAN Reader⁷

The following HID products offer a **27 Month Warranty Period**, unless otherwise noted:

- Dorado by HID Reader Family⁸



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The following HID products offer a **Two Year Warranty Period**, unless otherwise noted:

- Crescendo[®] Contact / Contactless Cards
- Indala[®] Accessories⁹
- Indala[®] ProxSmith[®] Card Programmer⁹
- SmartID[®] ProxBurn Mifare[®] Card & Tag Program Software, including Program Hardware (RS232)
- SmartID[®] Reader Tools
- Integrated Engineering Products, including, Classic Line ISO Products; Proxburn Hitag 1 & 2 Card & Tag Programmer, including software (RS232); Classic EM4102 Readers; EM4102 Readers; Hitag 1 & 2 Readers; and, Desktop Card Size Readers³
- HID OMNIKEY[®] Housed Readers^{7,10}

The following HID products offer an **18 Month Warranty Period**, unless otherwise noted:

- VertX[®] Networked Access Solutions
- Edge[®] Networked Access Solutions

The following HID products offer an **One Year Warranty Period**, unless otherwise noted:

- HID bioCLASS[®] Readers and Biometric Modules²
- iCLASS[®] Card Programmer
- Dorado by HID Magnetic Stripe Encoders⁴
- SmartTOUCH[™] Readers
- HID Industrial Tags¹¹
- HID Tags for Animal Identification
- HID Credentials for Cashless Payment Applications

The following HID products offer a **6 Month Warranty Period**, unless otherwise noted:

- HID OMNIKEY[®], Multi-ISO, Dual-ISO, MIFARE[®] Easy, and Multi-Tag Reader Boards⁷
- SDiD[™] Mobile Readers

The following HID products offer a **90 Day Warranty Period**, unless otherwise noted:

- iCLASS[®] 13.56MHz OEM Modules⁷
- HID Prox OEM Modules⁷
- Indala[®] Proximity OEM Modules⁷
- Indala[®] Core Electronic Modules⁷
- HID Wiegand OEM Modules⁷
- Integrated Engineering Reader Boards (including SmartID[®]), Modules, and PCBs⁷

¹ The iCLASS[®] RMK40 multiCLASS[®] Read Only Multi Technology Keypad Reader and iCLASS[®] RMPK40 multiCLASS[®] Read Only Multi Technology Keypad Reader offer a 2 Year Warranty Period. Note that the warranty period for Magnetic Stripe Reader Heads is limited to the default warranty period for HID Product.

² The iCLASS[®] RKL55 Reader, iCLASS[®] RWKL550 Reader, iCLASS[®] RKL57 Reader, iCLASS[®] RWKL575 Reader, iCLASS[®] BIO500 Reader, iCLASS[®] CP575A Card and Fingerprint Programmer, and ProxPass[®] Active Vehicle ID Tag offer a 1 Year Warranty Period

³ The default warranty period applies to the iCLASS[®] eUnit Tag; PCB Card Insert (Module); eProx[™] Tag; Multi Chip Module – MCM, ProxGuts[™] OEM Proximity Module; eProx[™] Lock Module; ProxPoint[®] and ProxPoint[®] Plus OEM Proximity Module; HID/Casi-Rusco[™] Interface Module; HID Wiegand Reader Modules; HID Wiegand Credentials Code Strips; FlexTag[™] 125



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kHz coil (bare electronics); Indala[®] OEM Potted Unit (Module 705); Indala[®] OEM Board with antenna (Module 705); Indala[®] OEM Board without antenna (Module 705); and Integrated Engineering Reader Boards, Modules, and PCBs; however, HID's warranty is null and void upon the embedding of Contact Smart Chip Modules/Reader Modules/Code Strips/Tags/Inserts into other products or the application of any similar manufacturing process. Consignment Inventory Smart Cards offer a 1 Year Warranty Period on FP and Contact Chip.

⁴ Except for the following products which offer a 2 Year Warranty Period: SmartID[®] ISO 14443-3 Mifare[®] Serial number reader (C&D / Wiegand); SmartID[®] ISO 14443-3 Mifare[®] Serial number reader (RS232); SmartID[®] ISO 14443-3 Mifare[®] Sector or T=CL; SmartID[®] ISO 14443-4 DESFire[®] Reader (FIPS 201 mid-point compliant); SmartID[®] ISO 14443-4 DESFire[®] Reader; SmartID[®] ISO 14443-3 Dual Mifare[®] Reader; SmartID[®] ISO 14443-4 DESFire[®] and MIFARE[®] Reader (FIPS 201 mid-point); SmartID[®] ISO 14443-4 PIVII Reader (FIPS 201 end-point compliant), GSA; SmartID[®] ISO 14443-4 PIVII and Mifare[®] Reader (FIPS 201 end-point compliant); SmartID[®] ISO 14443-3 Mifare[®] Keypad Reader or T=CL; SmartID[®] ISO 14443-4 DESFire[®] Keypad Reader (PIV Mid-Point Compliant); SmartID[®] ISO 14443-4 DESFire[®] Keypad Reader; SmartID[®] ISO 14443-3 Dual Mifare[®] Keypad Reader; SmartID[®] ISO 14443-4 DESFire[®] and Mifare[®] Keypad Reader (FIPS 201 mid-point); SmartID[®] ISO 14443-4 PIVII and Mifare[®] Keypad Reader (FIPS 201 end-point); and, SmartID[®] ISO 14443-4 PIVII Keypad Reader (FIPS 201 end-point compliant), GSA

⁵ Except for the following products which offer a 2 Year Warranty Period: SmartTRANS[®] ISO 14443-4 Mifare[®], DESFire[®] or PIVII and SmartTRANS[®] ISO 14443-4 Mifare[®], DESFire[®] or PIVII with Keypad

⁶ Except for the Cotag Heavy Duty Reader which offers a Lifetime Warranty Period

⁷ HID's warranty is null and void upon the embedding of Contact Smart Chip Modules/Reader Modules/Reader Boards/Code Strips/Tags/Inserts into other products or the application of any similar manufacturing process

⁸ Magnetic Stripe Reader Heads are not covered under this warranty

⁹ Serial Adapter offers a 2 Year Warranty Period; the ProxSmith[™] Field Programmer offers a 2 Year Warranty Period on the hardware, and 90 days on the software; and, the ProxSmith[™] API offers a 2 Year Warranty Period on the hardware

¹⁰ Except for the HID OMNIKEY[®] 8751 eHealth-LAN Reader which offers a 3 Year Warranty Period

¹¹ Except for Tags used in waste management applications which offer a 7 Year Warranty Period. Refer to "RFID Solutions for Waste Management" brochure on www.hidglobal.com