



HID Global Corporation General Warranty Policy

HID Global Corporation General Warranty Policy

Version 2.4 -- Effective Date July 14, 2014

This HID Global Corporation General Warranty Policy ("Warranty Policy") sets forth the warranty terms governing all HID products ("Product(s)") sold by HID Global Corporation and/or the entities that are part of the HID corporation group (collectively, "HID"). Unless otherwise agreed in writing, all sales of Products by HID are made pursuant to the HID General Sales Policy, which policy is available at our website (www.hidglobal.com) at <http://www.hidglobal.com/sales-policy>, and which is incorporated herein by reference.

This Warranty Policy contains regional modifications that apply to all sales of product and services made by the HID corporation group local entity indicated in the respective regional modification. Such regional modifications may be in addition to or, where applicable, replace the main text of this Warranty Policy.. Unless specifically indicated to the contrary herein, the warranties in this Warranty Policy apply only to purchasers who purchased Products directly from HID (collectively, "CUSTOMERS"). Any warranties that apply to purchasers who purchased Product for internal use indirectly from CUSTOMERS, ("End Users") shall be specifically noted herein.

HID RESERVES THE RIGHT TO AMEND ITS WARRANTY POLICY FROM TIME TO TIME. ANY SUCH AMENDMENT WILL BE REGARDED AS APPROVED UPON RECEIPT OF WRITTEN NOTICE (INCLUDING PRINTABLE EMAIL) TO CUSTOMER, UNLESS CUSTOMER SENDS AN OBJECTION IN WRITING (INCLUDING PRINTABLE EMAIL) WITHIN SIX WEEKS AFTER RECEIPT OF SUCH NOTICE. HID WILL ADVISE CUSTOMER 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 CUSTOMER.

A. HID Product Warranties

1. General Warranty: HID warrants each of its hardware products and the media on which software is distributed to CUSTOMER to be free from defects in materials and assembly from the date of shipment by HID to CUSTOMER ("Warranty Commencement Date") for the period of time specified in Exhibit A of this 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 be free from defects in materials and assembly for a period of ninety (90) days from the Warranty Commencement Date.

2. Hardware Warranty: Unless otherwise stated herein, HID warrants that the hardware products will be free from material defects in materials and workmanship and will substantially conform to the applicable documentation in effect as of the date of manufacture for a period of one (1) year from the Warranty Commencement Date.

3. Print Head Warranty

a. HDP Series Printers

HID warrants that the thermal print heads for the HDP Series Printers will be free from material defects and workmanship for the life of the HDP Series printer. In the event a warranty claim is submitted for a print head that failed warranty, HID shall have the right to inspect the printer, print head and CUSTOMER'S printed and/or blank ID cards for the purpose of verifying that any claimed defect has not been caused by non-HID approved ribbons, films or cards, or by ribbons and/or cards that do not meet HID's specifications for the HDP Series Printers.

b. DTC Series Printers

HID warrants that the thermal print heads for DTC Series Printers shall be free from defects in material and workmanship for a period of two (2) years from the Warranty Commencement Date. In the event a warranty claim is submitted for a print head that failed warranty, HID shall have the right to inspect the printer, print



HID Global Corporation General Warranty Policy

head and CUSTOMER'S printed and/or blank ID cards for the purpose of verifying that any claimed defect has not been caused by non-HID approved ribbons, films or cards, or by ribbons and/or cards that do not meet HID specifications for the DTC Series Printers, or by foreign particles or other substances that have caused abrasion damage. HID's decision in any such warranty claim shall be final.

4. End User Warranty for Software Products (including but not limited to ActivID, PIVCLASS, AsureID and EasyLobby software Products)

a. End User Software Warranty Period.

The applicable warranty period for software Products commences on the earlier of the date the software Product (i) is delivered or (ii) is made available (via download or otherwise) to the End User (the "End User Software Warranty Commencement Date"). The warranties described herein are provided solely for the benefit of the End User and shall be transferred by CUSTOMER to the End User if the software Product was originally purchased by CUSTOMER for resale.

b. End User Software Warranty

HID warrants, for a period of ninety (90) days from the End User Software Warranty Commencement Date, that the software Product will perform substantially in accordance with the then-current documentation for that Product, provided that such software Product is properly used by the End User in accordance with such documentation and the end user license agreement applicable to the software Product. The foregoing warranty shall not apply to any problem with the software Product that is caused by:

- (i) the use or operation of the software Product in an environment other than that approved or recommended by HID or the applicable documentation,
- (ii) modifications to the Software not made or authorized by HID, or
- (iii) End User's failure to implement all software patches, updates or releases provided by HID.

The foregoing software warranty shall apply only to software products that are provided and licensed separately from hardware products, unless otherwise provided in writing by HID. For software that is embedded as firmware in a hardware product, or is otherwise integrated into the product, the Customer warranty applicable to the hardware product shall be the only warranty for the product, and there will be no separate software warranty for the End User.

B. Exclusive Product Warranty Remedies

CUSTOMER'S sole and exclusive remedies for Product warranty claims pursuant to this Warranty Policy are as follows:

1. For credentials (e.g., cards, tokens, key fobs, tags) that fail warranty, HID will credit CUSTOMER with the price paid by CUSTOMER for such credentials.

2. For card readers, printers, access control panels, "Dorado by HID" Products, and MR Access Magnetic Stripe Readers that fail warranty, HID at its sole discretion will either repair the Product or replace it with a new or refurbished Product (replacement Product being an identical model or functional equivalent). For Products that are sold provided with a lifetime warranty under this Warranty Policy, HID may, at its sole discretion, provide to CUSTOMER a credit towards CUSTOMER'S future purchase of Product from HID in the amount of the price paid by CUSTOMER for the Product (excluding taxes and levies).

3. For all other Products that fail warranty, HID will, at its sole option, either (i) repair the Product; (ii) replace the Product with a new or refurbished Product (replacement Product being of identical model or functional equivalent); or (iii) provide to CUSTOMER a credit towards CUSTOMER'S future purchase of Product from HID in the amount of the price paid by CUSTOMER for the Product (excluding taxes and levies).

4. Any Product that has either been repaired or replaced under this Warranty Policy shall have warranty coverage for the longer of ninety (90) days or the remaining original warranty period. Replacement parts used in the repair of hardware may be new or equivalent to new. After the applicable Warranty Period has expired, any repair, replacement or workaround services provided by HID will be at HID's most recent standard service rates.

C. Warranty Return Procedures

To return a Product that has failed warranty to HID, CUSTOMER must:



HID Global Corporation General Warranty Policy

1. Inform HID Customer Service of the warranty-return Product.

For convenience, a Return Material Authorization ("RMA") form can be filled out and E-Mailed from our web site at <http://www.hidglobal.com/rma>.

2. 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 Product.
- (ii) A description of the claimed Product defect.

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

4. CUSTOMER must return the Product to HID with the RMA number clearly marked on the package. Shipment of the 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 CUSTOMER. A new RMA number must be obtained for any Product returned to CUSTOMER due to CUSTOMER'S failure to adhere to the HID RMA process. The Product must be returned to HID in a testable condition (e.g., reader wiring cable must be left a minimum of 6" long, credentials cannot be cut in half, etc.) otherwise the warranty is invalidated.

5. Upon HID's receipt of the warranty-return Product from CUSTOMER, HID will evaluate the 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 Warranty Policy, depending on the type of Product. CUSTOMER agrees to pay HID a minimum per unit charge of U.S.\$200.00 for printers and U.S.\$50.00 for all other Products evaluated by HID and determined not to be defective or covered by warranty. All Products which are returned to HID for warranty service and not returned to CUSTOMER will become the property and possession of HID.

6. Evaluation of Out of Warranty Products

Upon CUSTOMER'S 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 Products will be applied to each Product evaluated.

7. Non-Warranty Repair Charges

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

8. Extended Product Warranties

HID offers extended warranties for certain products for an additional fee, as well as warranty replacement/repair services for Fargo card printers, through authorized channel partners. Contact HID Global sales and customer service for details on such product-specific extended product warranty programs, fees and information.

D. Warranty Exclusions

1. 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.
- Contact Smart Chip Modules/Reader Modules/Code Strips that are embedded into other products.
- Tags/Inserts that are embedded into other products.
- Damage to the Product caused by neglect, improper handling, preparation, or installation of the Product.
- Misused Product.

2. HID Printer Warranty Exclusions

The warranty for HID printers covers only normal office-environment use in the country of original purchase. The warranty is void, and HID is not responsible for warranty service, should the HID label or logo or the rating



HID Global Corporation General Warranty Policy

label or serial number be removed or should the printer fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-HID products, or service other than by a HID -authorized service provider. Postage, insurance, or shipping costs incurred in presenting CUSTOMER'S HID printer for warranty service is CUSTOMER'S sole responsibility. If a claimed defect cannot be identified or reproduced via HID's warranty service, CUSTOMER will be responsible for costs incurred by HID to investigate the claimed defect. IMPORTANT: if using a mechanical switch box between a printer and another printer, be certain that it includes surge protection. Non-warranty damage to a printer could result from the use of unprotected mechanical switch boxes.

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

THIS WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS, AND CUSTOMER MAY ALSO HAVE OTHER RIGHTS, WHICH RIGHTS VARY FROM JURISDICTION-TO-JURISDICTION.

E. Warranty Disclaimer

THIS WARRANTY POLICY 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 OPTION AS INDICATED ABOVE, IS CUSTOMER'S 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 the foregoing disclaimers are not permitted by applicable law, 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 jurisdictions do not allow limitations on the duration of an implied warranty, so this limitation may not apply.



HID Global Corporation General Warranty Policy

Regional Modifications to the Warranty Policy:

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

E. 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 OPTION AS INDICATED ABOVE, IS THE EXCLUSIVE REMEDY. THIS WARRANTY IS PROVIDED IN LIEU OF ALL OTHER EXPRESS, IMPLIED AND STATUTORY WARRANTIES, CONDITIONS OR TERMS. ALL OTHER WARRANTIES, CONDITIONS OR TERMS, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD-PARTY RIGHTS, ARE SPECIFICALLY EXCLUDED TO THE EXTENT PERMITTED BY APPLICABLE LAW.

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

E. 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 OPTION 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.



HID Global Corporation General Warranty Policy

For HID products sold by HID Global Ireland Teoranta, the following shall apply:

A. HID Product Warranties

The following language shall replace Section A(3)b of the Warranty Policy in its entirety:

b. DTC Series Printers

HID warrants that the thermal print heads for DTC Series Printers shall be free from defects in material and workmanship for a period of two (2) years from the Warranty Commencement Date. In the event a warranty claim is submitted for a print head that failed warranty, HID shall have the right to inspect the printer, print head and CUSTOMER'S printed and/or blank ID cards for the purpose of verifying that any claimed defect has not been caused by non-HID approved ribbons, films or cards, or by ribbons and/or cards that do not meet HID specifications for the DTC Series Printers, or by foreign particles or other substances that have caused abrasion damage.

C. Warranty Return Procedures

The following language shall apply in addition to the provisions of Section C in the main part:

If the CUSTOMER encounters any difficulty with the stated Return Procedures or with complying with the requirements in paragraphs 1 to 4 of this Section C, CUSTOMER must contact HID Global Ireland Teoranta or other HID helpdesk and HID will endeavor to arrange a convenient returns procedure for the Product under warranty.

The following language shall replace Section E of the Warranty Policy in its entirety:

E. 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 OPTION 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.



HID Global Corporation General Warranty Policy

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

A. HID Product Warranties

1. General Warranty: HID warrants each of its hardware products and the media on which software is distributed to CUSTOMER 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 CUSTOMER. The applicable warranty period may be longer if so specified in Exhibit A or in HID documentation. Any warranty period shorter than one (1) year as may be specified in Exhibit A shall not apply to this regional modification of the Warranty Policy.

2. Hardware Warranty: Unless otherwise stated herein or in the Exhibit A to this Warranty Policy, HID warrants that the hardware products will be free from material defects in materials and workmanship and will substantially conform to the applicable documentation in effect as of the date of manufacture for a period of one (1) year from the Warranty Commencement Date.

3. Print Head Warranty

a. HDP Series Printers

HID guarantees that the thermal print heads for the HDP Series Printers will be free from material defects and workmanship for the life of the HDP Series printer. In the event a warranty claim is submitted for a print head that failed warranty, HID shall, notwithstanding CUSTOMER'S statutory rights, have the right to inspect the printer, print head and CUSTOMER'S printed and/or blank ID cards for the purpose of verifying that any claimed defect has not been caused by non-HID approved ribbons, films or cards, or by ribbons and/or cards that do not meet HID's specifications for the HDP Series Printers.

b. DTC Series Printers

HID warrants that the thermal print heads for DTC Series Printers shall be free from defects in material and workmanship for a period of two (2) years from the Warranty Commencement Date. In the event a warranty claim is submitted for a print head that failed warranty, and notwithstanding CUSTOMER'S statutory rights HID shall have the right to inspect the printer, print head and CUSTOMER'S printed and/or blank ID cards for the purpose of verifying that any claimed defect has not been caused by non-HID approved ribbons, films or cards, or by ribbons and/or cards that do not meet HID specifications for the DTC Series Printers, or by foreign particles or other substances that have caused abrasion damage.

4. End User Warranty for Software Products (including but not limited to ActivID, PIVCLASS, AsureID and EasyLobby software Products)

a. End User Software Warranty Period.

The applicable warranty period for software Products commences on the earlier of the date the software Product (i) is delivered or (ii) is made available (via download or otherwise) to the End User (the "End User Software Warranty Commencement Date"). The warranties described herein are provided solely for the benefit of the End User and shall be transferred by CUSTOMER to the End User if the software Product was originally purchased by CUSTOMER for resale.

b. End User Software Warranty

HID warrants to End Users, for a period of ninety (90) days from the End User Software Warranty Commencement Date, that the software Product will perform substantially in accordance with the then-current documentation for that Product, provided that such software Product is properly used by the End User in accordance with such documentation and the end user license agreement applicable to the software Product. The foregoing warranty shall not apply to any problem with the software Product that is caused by:

- (iv) the use or operation of the software Product in an environment other than that approved or recommended by HID or the applicable documentation,
- (v) modifications to the Software not made or authorized by HID, or
- (vi) End User's failure to implement all software patches, updates or releases provided by HID.



HID Global Corporation General Warranty Policy

The foregoing software warranty shall apply only to software products that are provided and licensed separately from hardware products, unless otherwise provided in writing by HID. For software that is embedded as firmware in a hardware product, or is otherwise integrated into the product, the CUSTOMER warranty applicable to the hardware product shall be the only warranty for the product, and there will be no separate software warranty for the End User. By way of clarification, any liability of HID in respect of a product liability remains unaffected.

B. Exclusive Product Warranty Remedy

CUSTOMER'S sole and exclusive remedies for Product Warranty pursuant to this Warranty Policy are as follows:

1. For credentials (**e.g., cards, key fobs, tags**), HID will credit CUSTOMER with the price paid by CUSTOMER for such credential. CUSTOMER is entitled to CUSTOMER'S rights provided by statutory laws, in particular CUSTOMER'S rights regarding a reduction of the purchase price and the cancellation of the affected purchase agreement.
2. For card readers, printers, access control panels, "Dorado by HID" Products, and MR Access magnetic Stripe Readers that fail warranty, HID at its sole option will either repair the Product or replace it with a new Product (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, CUSTOMER is entitled to assert CUSTOMER'S rights provided by statutory laws, in particular CUSTOMER'S rights regarding a reduction of the purchase price and the cancellation of the affected purchase agreement.
3. For all other Products that fail warranty, HID will, at its sole option, either (i) repair the Product; or (ii) replace the Product with a new 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, CUSTOMER is entitled to assert CUSTOMER'S rights provided by statutory laws, in particular CUSTOMER'S rights regarding a reduction of the purchase price and the cancellation of the affected purchase agreement.

C. Warranty Return Procedures

Notwithstanding CUSTOMER'S statutory rights, in order to return a Product that failed warranty to HID, CUSTOMER must:

1. Inform HID Customer Service of the warranty-return Product.
For convenience, a Return Material Authorization ("RMA") form can be filled out and E-Mailed from our web site at <http://www.hidglobal.com/rma>.
2. 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 Product.
 - (ii) A description of the claimed Product defect.
3. HID will issue an RMA number to CUSTOMER. No RMA number will be issued to CUSTOMER if the applicable warranty period for the Product has expired.
4. CUSTOMER must return the Product to HID with the RMA number clearly marked on the package. Shipment of the 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 CUSTOMER. A new RMA number must be obtained for any Product returned to CUSTOMER due to failure to adhere to this process.
5. Upon HID's receipt of the warranty-return Product from CUSTOMER, HID will evaluate the 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 Warranty Policy, depending on the type of Product. CUSTOMER agrees 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 Products that are returned to HID and not returned to CUSTOMER because the defect cannot be repaired and CUSTOMER



HID Global Corporation General Warranty Policy

receives another remedy, will become the property and possession of HID.

6. Evaluation of Out of Warranty Products

Upon CUSTOMER's 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.

7. Non-Warranty Repair Charges

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

8. Extended Product Warranties

HID offers extended warranties for certain products for an additional fee, as well as warranty replacement/repair services for Fargo card printers, through authorized channel partners. Contact HID Global sales and customer services for details on such product-specific extended product warranty programs, fees and information.

D. Warranty Exclusions

1. 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.
- 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.
- Damage to the Product caused by neglect, improper handling, preparation, or installation of the Product by CUSTOMER or any third party.
- Misused Product.

2. HID Printer Warranty Exclusions

The warranty for HID printers covers only normal office-environment use in the country of original purchase. The warranty is void, and HID is not responsible for warranty service, should the printer fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-HID products, or service other than by a HID-authorized service provider.

If a claimed defect cannot be identified or reproduced via HID's warranty service or otherwise, CUSTOMER will be responsible for costs incurred by HID to investigate the claimed defect. **IMPORTANT:** if using a mechanical switch box between a printer and another printer, be certain that it includes surge protection. Non-warranty damage to a printer could result from the use of unprotected mechanical switch boxes.

E. WARRANTY AND GUARANTEE DISCLAIMER

HID DOES NOT PROVIDE 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 POLICY SETS FORTH THE FULL EXTENT OF HID'S WARRANTY RESPONSIBILITY. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, 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 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® SE 13.56 MHz Readers^{1,2,3}
- HID iCLASS® 13.56 MHz Readers^{1,2,3}
- HID multiCLASS® Readers^{2,8}
- HID Proximity 125 kHz Readers³
- HID MIFARE® Enabled Readers
- FlexSmart® 13.56 MHz Readers
- HID Proxima Readers
- HID Indala® FlexPass™ / 125 kHz Readers
- Indala® MIFARE® and DESFire® Enabled 13.56 MHz Readers
- SmartID® Readers⁴
- SmartTRANS® Readers⁵

Credentials:

- HID iCLASS® SE 13.56 MHz Credentials (Identified with an “HID” logo)³
- iCLASS® SEOS™ 13.56 MHz Credentials (Identified with an “HID” logo)³
- 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® Enabled Credentials (Identified with an “HID” logo)
- HID Enabled Credentials with HITAG technology (Identified with an “HID” logo)
- HID Enabled Credentials with LEGIC® technology (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 **90 Day Warranty Period**, unless otherwise noted:

- HID Embedded smart cards (cards not showing an “HID” logo)
- iCLASS® SE Modules
- iCLASS® 13.56MHz OEM Modules⁷
- HID Prox OEM Modules⁷
- Indala® Proximity OEM Modules⁷
- Indala® Core Electronic Modules⁷
- Integrated Engineering Reader Boards (including SmartID®), Modules, and PCBs⁷

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

- HID OMNIKEY®, Multi-ISO, Dual-ISO, MIFARE® Easy Enabled, and Multi-Tag Reader Boards⁷
- SDiD™ Mobile Readers
- iCLASS® SE Processors



HID Global Corporation General Warranty Policy

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

- HID bioCLASS® Readers and Biometric Modules²
- CP1000 iCLASS SE Encoder
- CP600 Mifare DESFire EV1 Encoder
- CP400 iCLASS® Card Programmer
- CP575A bioCLASS Programmer
- 1050 HID 125 kHz proximity Encoder
- Dorado by HID Magnetic Stripe Encoders⁴
- HID Industrial Tags¹¹
- HID Tags for Animal Identification
- HID Credentials for Cashless Payment Applications
- ActivID® Authentication Appliance
- ActivID® CMS Appliance
- ActivID® Responder Appliance
- ActivID® Soft Tokens
- ActivID® ActivKey USB Tokens
- Display Tokens
- One Time Password Tokens

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 a **Two Year Warranty Period**, unless otherwise noted:

- DTC1000/DTC1000M printer
- DTC4000 printer
- DTC4500 printer
- Printer Laser Engraver
- Indala® Accessories⁹
- Indala® ProxSmith® Card Programmer⁹
- 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 a **27 Month Warranty Period**, unless otherwise noted:

- Dorado by HID Reader Family⁸



HID Global Corporation General Warranty Policy

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

- HDP 5000 Printer
- HDP 8500 Printer
- HDPii Printer
- DTC1250e Printer
- DTC4250e Printer
- DTC4500e Printer
- DTC1000Me Printer

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

- Crescendo® Contact / Contactless smart cards
- HID Embedded Contact / Contactless smart cards (Identified with an “HID” logo)

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

- pivCLASS® Smart Card Series Dual Interface smart cards

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; FlexTag™ 125 kHz coil (bare electronics); Indala® OEM Potted Unit (Module 705); Indala® OEM Board with antenna (Module 705); Indala® OEM Board without antenna (Module 705); 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® enabled Serial number reader (C&D / Wiegand); SmartID® ISO 14443-3 Mifare® enabled Serial number reader (RS232); SmartID® ISO 14443-3 Mifare® enabled Sector or T=CL; SmartID® ISO 14443-4 DESFire® enabled Reader (FIPS 201 mid-point compliant); SmartID® ISO 14443-4 DESFire® Reader; SmartID® ISO 14443-3 Dual Mifare® enabled Reader; SmartID® ISO 14443-4 DESFire® and MIFARE® enabled Reader (FIPS 201 mid-point); SmartID® ISO 14443-4 PIVII Reader (FIPS 201 end-point compliant), GSA; SmartID® ISO 14443-4 PIVII and Mifare® enabled Reader (FIPS 201 end-point compliant); SmartID® ISO 14443-3 Mifare® enabled Keypad Reader or T=CL; SmartID® ISO 14443-4 DESFire® Keypad Reader (PIV Mid-Point Compliant); SmartID® ISO 14443-4 DESFire® enabled Keypad Reader; SmartID® ISO 14443-3 Dual Mifare® enabled Keypad Reader; SmartID® ISO 14443-4 DESFire® and Mifare® enabled Keypad Reader (FIPS 201 mid-point); SmartID® ISO 14443-4 PIVII and Mifare® enabled 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

⁷ HID's warranty is null and void upon the embedding of Contact Smart Chip Modules/iCLASS SE Modules/iCLASS SE Processors/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

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

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