



Zebra's End User Spare Parts Policy for Zebra Printers (EMEA Region)

Effective immediately, Zebra has unilaterally adopted the following policy (the “**End User Spare Parts Policy**” or this “**Policy**”) to set forth the conditions under which it will sell Spare Parts for Zebra Printers to End Users and their Independent Service Providers. Zebra may, in its sole and absolute discretion, change this Policy at any time. This Policy applies only to Zebra Printers set out in the definition below and herein referred to as “**Products**”) and no other Zebra product categories.

I. Definitions

“**Aftermarket Kits**” shall mean genuine Zebra kits that are available to all resellers whether they are Zebra Printer Repair Specialists or not and shall include, without limitation, genuine Zebra platen rollers, batteries, packaging and print heads for certain Product categories.

“**End User**” shall mean a business customer that has purchased or is leasing Zebra Products for its own use and not for resale.

“**Independent Service Providers**” or “**ISPs**” shall mean legal entities selected by End Users as their repair service provider for the Zebra Products owned or leased and used by the End Users, and who are authorised by Zebra to provide such repair services.

“**Printer Spare Parts Kits**” shall mean the product SKUs which Zebra and/or its authorised PartnerConnect channel members sell to Zebra Printer Repair Specialists for the repair of Zebra Products by their trained and certified technicians. These include main logic boards, internal power supplies, motors, and print heads for certain Product categories and other components that are necessary when providing printer repairs.

“**Spare Parts**” shall mean Zebra new components used in the repair of Zebra's Products and shall include Printer Spare Parts Kits, but exclude accessories, Aftermarket Kits and refurbished components.

“**Third Party Service Providers**” or “**TPPs**” shall mean legal entities that provide repair services for the Zebra Products owned or leased and used by End Users, and may include Zebra Printer Repair Specialists, and Independent Service Providers.

“**Unauthorised Service Providers**” or “**USPs**” shall mean legal entities that are not authorised by Zebra to provide repair services on the Zebra Products owned or leased and used by End Users.

“**Zebra**” shall mean Zebra Technologies Corporation and its subsidiaries in the EMEA and APAC regions.

“**Zebra Printers**” shall mean the following Product categories: Desktop Printers, Industrial Printers, Card Printers, Mobile Printers, RFID Printers, Kiosk Printers and Print Engines.

“**Zebra Printer Repair Specialists**” shall mean members in the Printer Repair Specialization of the Zebra PartnerConnect channel program.

II. Sales of Spare Parts to ISPs for specific End User repairs

Objective:

To continue to give End Users the option of self-service and a choice in TPPs by continuing to make Spare Parts available to End Users, as well as to ISPs.

Conditions of Sale:

Zebra shall make Spare Parts available to End Users and ISPs under the following conditions:



1. Zebra will supply Spare Parts to End Users desiring to repair their Zebra Products themselves or via an USP, provided they have entered into a Customer Self Maintenance and Spare Parts Purchase Agreement with Zebra. Such End Users will be requested to provide to Zebra a written authorisation identifying the ISP / TPP of their choice for the ISP / TPP to supply the Spare Parts to them.
2. Zebra will sell / supply Spare Parts to an ISP only if either (i) an authorized End User (per condition 1 above) provides written authorization identifying the ISP of their choice, or (ii) such ISP has become a TPP by either entering into and being bound by a Service Approval Agreement between Zebra and the ISP or by joining the Zebra Printer Repair Specialisation Program. Under no circumstances will Zebra ship any Spare Parts to an ISP unless the ISP has paid for such in advance of the shipment by Zebra.
3. ISPs may use Spare Parts solely for the purpose of supplying them to an authorized End User (per condition 1 above) or for repairing (or having repaired), as a TPP, an End User's owned or leased Zebra Products that are currently in use.
4. Repair training is available and test fixtures can be sold or leased for use in self-service in the End User's own facility by their own trained staff.
5. Unless a USP is designated as an ISP by an End User, Zebra does not and will not supply Spare Parts to any USP.
6. Zebra will not sell Spare Parts to ISPs, unless the conditions of this End User Spare Parts Policy are complied with by all relevant parties.
7. All sales are final and Spare Parts cannot be returned.
8. All sales of Spare Parts to ISPs will be conditional on and governed by the EMEA EAI Standard Terms of Sale for Products and Services, the Spare Parts Purchase Agreement, and the Service Approval Agreement / Printer Repair Specialisation Program rules (as the case may be). Zebra may change its standard terms and conditions of sale at any time without notice.
9. Spare Parts sold by Zebra are intended for use in Zebra Products repair. Zebra will not sell Spare Parts to companies whose primary business is the sale of refurbished, used equipment, unless they are a TPP.
10. Unless specifically requested by an End User and authorised by Zebra in writing, Zebra will not sell or ship Spare Parts to ISPs at an address different from the applicable End User registered address or outside the EMEA region.