

TIME & MATERIALS/FLAT RATE REPAIRS SERVICE DESCRIPTION DOCUMENT

Zebra Technologies Responsibilities

1. Following receipt of: a valid purchase order; and the products at the relevant depot with an RMA number (Return Authorisation number), repair the products with an in-house turnaround target of 10 business days. The turnaround target time represents the time a product spends at our depot during the repair process; it does not include time in transit. Turnaround times are a target and are not a guarantee; they may vary based upon demand and parts availability. We will provide return shipment of repaired products to the shipment location designated by the Customer in the Return Address Details section of the form.
2. If the product repaired and returned to the Customer in accordance with paragraph (1) above demonstrates the same fault within 30 days of the date we shipped the product to the Customer, we will provide a repeat repair without charge. If a new fault presents itself, Customer may not claim under this paragraph (2).
3. We will provide the shipping location to Customer where faulty units for repair will be sent by Customer at Customer's expense.
4. We will return products with the latest version of operating software loaded unless the Customer requests otherwise in the Repair Returns Form. Previous versions of operating software are loaded only as part of a maintenance contract.

Customer Responsibilities

1. Customer must package all items to normal commercial standards, so that the package is secure and contains all requisite paperwork. Customer must ensure that the RMA number is clearly visible on the outside of the package. Customer must ensure that the package includes all supporting documentation as follows:
 - a. Completed RMA Form with Ship Address, Job Numbers, Serial Numbers and Problem Codes.
2. Customer must ensure copy of Purchase Order is faxed or emailed to the specified contact on the RMA form. Repairs will not be processed without approval from the customer. This must contain Billing Address, Job Numbers and Costs quoted.
3. Customer must provide for the safe transport of the products to the specified depot. Customer must bear all costs and risks associated with the transportation to the depot address as specified on the RMA form.
4. Customer must ensure that all accessories that do not require additional tools to remove them are removed from the products prior to shipment. This includes but is not limited to, batteries, antennae, protective cases/pockets, stylus pens, SIM cards or other memory cards, manuals, and original packaging. If these are not removed, we are not responsible for them or their return to the Customer unless as part of the terms and conditions of a Comprehensive Coverage contract.
5. Customer must provide any special instructions to us at time of requesting RMA in the "Special Instructions" field of the Repair Returns Form.
6. Customer must ensure that any software required, including licenses, is removed from units. We will return units without custom software. Software is only loaded under terms of maintenance contract.

Limitations and Restrictions

1. Prices for repairs are subject to change. Quote provided at time of repair supersedes any previous quotation for previous repairs.
2. Units deemed "Beyond Economical Repair" will be returned to the Customer or scrapped in accordance with EU recycling regulations.

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Hummeltoftevej 49
2830 Virum, Denmark
CVR-NR 33066651
VAT NO: DK33066651
Private limited company