



# Important Information About Your Repair

Thank you for using Zebra Repair Services. The following table provides information about the repair process to help answer questions about your current repair and to assist you when submitting devices for any future repairs.

Repair Exclusions	Cosmetic Imperfections	Housings, screens, or other components are not replaced or repaired to resolve cosmetic imperfections (scratches, smudges, dings) that do not affect the functionality of the device.
	Battery Testing	Battery performance is not tested during repair, unless customer has purchased a separate battery maintenance plan that includes this testing service.
	Damaged Components	Our repair centers are not able to return damaged or faulty components replaced during repair of your device.
The Repair Process	Device Testing	As a standard part of the repair process, Zebra repair technicians perform a thorough set of diagnostic and performance tests on all units. <b>Testing is not limited to faults identified by the customer.</b> These tests are conducted after customer applications and data have been erased – and after the device has been restored with current factory applications and settings. Testing will not include customer applications unless covered by a purchased Commissioning Service option.
	Turnaround Time	Turnaround time is measured from the time that the faulty device is received at the repair depot until the time the repaired device departs the repair depot en route to the customer. Only business days are counted. Turnaround time <b>excludes time in transit</b> to and from the repair center. Turnaround times are an objective not a guarantee and vary by service type and region. See your Zebra Service Description document for details. Warranty and per incident (billable) repair turnaround time targets are 10 working days. Zebra OneCare maintenance plans that include repair services have higher depot priority and receive faster turnaround times. See <a href="http://www.zebra.com/ZebraOneCare">www.zebra.com/ZebraOneCare</a> for additional information.
After Repair	Before Returning Your Device Again	<b>If you continue to have difficulty with your device after repair</b> , please contact your IT Help Desk or Zebra Technical Support for assistance with troubleshooting. Visit Zebra's Contact Support page ( <a href="http://www.zebra.com/supportcontacts">www.zebra.com/supportcontacts</a> ) for the phone number most convenient for you.
	Warranty of Repair	Repair services are warranted against defects in workmanship and materials on the repaired component of the product for a period of thirty (30) days from the shipment date of the repaired product, or until the end of the original warranty period, whichever is longer.
Before Sending Devices For Future Repair	Repair Authorization <a href="http://www.zebra.com/repair">www.zebra.com/repair</a>	Customers who process repair requests through an Authorized Zebra Reseller should continue to contact the Reseller directly to initiate repair authorizations. Customers who submit repair requests directly to Zebra should use one of our convenient online tools – the <b>Repair Order Portal</b> or the <b>Repair Request Form</b> , whether your device is covered by a Zebra Product Warranty, Zebra OneCare maintenance agreement, or a Per Incident Repair purchase.
	Prepare Your Paperwork	Your repair authorization email comes with a Shipping Manifest attachment that includes your RMA Form and a Depot Reference Label. Place the printed RMA Form in your shipping container with your device(s) to be repaired. Affix the Depot Reference label securely to the outside of your shipping container.
	Remove Accessories	Please remove SIM cards, SD memory cards, cables, power cords, cradles, and other accessories. <b>Do not include these items in your repair shipment</b> , as their return to you cannot be guaranteed. Do not include batteries unless a separate battery maintenance plan has been purchased to cover this service.
	Include Print Samples	For repairs related to print quality issues, please provide print samples to assist our technicians.
	Include Problem Description, Photos, and Videos	If a fault with your device is intermittent or not visually apparent, please <b>provide a thorough description of the problem</b> and photos to help our technicians diagnose and resolve your device issues. ( <i>North America Customers: When submitting repairs via the Repair Order Portal, you may attach files on the Product Details screen during the Add Products process.</i> )
	Backup Device Data and Software	Before sending your device for repair, <b>ensure you have saved all application and data files.</b> <ul style="list-style-type: none"> <li>All data and customer applications on devices sent for repair will be erased.</li> <li>Zebra does not provide data recovery services.</li> <li>Your device will be returned to you with current factory applications and settings.</li> <li><b>You or your company's IT team may need to perform additional tasks to fully restore your device.</b> These actions may include re-installing customer-owned or licensed third-party applications, additional customer-applied operating system updates, and any site-specific settings (such as logon IDs, printer calibrations, and network or media settings).</li> <li>Devices covered by Zebra's Commissioning Services are restored to customer specification, after required initial setup.</li> </ul>
	Deregister Devices from Android™ Zero Touch	If a Product is registered with Google's Android™ Zero Touch Service, it is the Customer and/or End User <b>Customer's responsibility to deregister</b> such Product from the Google Android Zero Touch Service Portal prior to returning the Product to Zebra. Zebra will not be responsible for any delay in Turnaround Time of the repair of such Product, if either the Customer or the End-User Customer fails to deregister the Product prior to returning the Product to Zebra for repair.
Package for Return	Please use appropriate and sufficient packaging materials to ensure your device(s) do not sustain additional damage during transportation.	



Please tell us about your current repair experience.

How did our team perform? To provide quick feedback, visit [www.zebra.com/repairsurvey](http://www.zebra.com/repairsurvey).