



Evolis Card Printer Two-year limited warranty

Printer model: **Evolis Securion**

1) PRODUCT INSPECTION UPON RECEIPT

You must inspect all components of the Evolis plastic card printer delivered to you as soon as you receive it. In the event of a missing, damaged or visibly defective component, you must notify Evolis or the Evolis Reseller who sold you the printer within ten (10) days from the delivery date of the product. If you fail to give notice as required, you will be deemed to have accepted the product and waived any claim you may have against Evolis and/or the Evolis Reseller with respect to visible damages or defects upon delivery.

2) SCOPE OF THE WARRANTY

Evolis Card Printer ("Evolis") warrants to the original purchaser that the printer (printer model mentioned above) will be free from manufacturing or operating defect in materials or workmanship for a period of two (2) year from the date of original purchase or for 100 000 inserted cards, whichever comes first. The original purchaser must be able to provide evidence of the purchase or must register the printer on the www.evolis.com website.

If the printer proves to show manufacturing or operating defects during the warranty period, Evolis will choose to either repair/replace the printer at its own expenses or refund the price paid for. Any repaired or replaced printer will be warranted for the remainder of the original warranty period. Contact an Evolis Reseller for any warranty claim. Packaging, shipping costs and insurance fees are borne by the buyer when the printer is shipped from the site of operation to the Evolis Reseller. The Evolis Reseller will bear the shipping and insurance costs for sending back the printer from the repair location to the buyer's site.

3) WHAT THIS WARRANTY DOES NOT COVER

Evolis will not provide any warranty service should the serial number label be removed from the printer.

Evolis will not provide any warranty service if the defective printer has not been properly maintained or fails to operate appropriately as a result of:

- Non-compliance to the installation instructions described in the printer manuals,
- Overuse of the cleaning cycle of the printer and/or of the print head and/or of hot roller, which is not compliant with the instructions set forth in the printer manuals,
- Use of consumables that are not endorsed by Evolis. For instance, using cards and/or ribbons and/or films that are not endorsed by Evolis may alter the quality and reliability of the printing works, cause poor quality printouts and lamination, or even alter the operation of the printer. The warranty does not cover material/property damages or quality issues caused by the use of consumables that are not endorsed by Evolis,
- All printer modifications or adaptations not expressly reported to and approved by Evolis,
- Use of options not manufactured / supported by Evolis,
- Use of printing media (cards) not endorsed by Evolis,
- Unsuitable shipping (shipping back the printer in a packing different from the original packing),
- Damages caused by disasters and acts of god such as fire, floods, and lightning,
- Repair services done a service center that does not carry the Evolis certification.

Postage, insurance or shipping costs incurred in presenting your Evolis printer for warranty service are borne by the buyer. If a claimed defect cannot be identified or reproduced during repair, the buyer will support any incurred cost.

Evolis is not bound by any obligation to repair, replace or refund the product if the buyer does not return the defective printer to Evolis.

If Evolis is unable to repair the defective warranted product, Evolis will replace it with a new or second hand product with features at least the same as those of the product it replaces.

All products must be shipped back to Evolis with a RMA ID number (Return Material Authorization), which should be obtained beforehand by contacting your Evolis Reseller or any authorized Evolis Repair Center (ERC)

When returning a product, The Evolis Reseller or authorized ERC (Evolis repair Centre) might ask you for a proof of purchase.

You are liable of any damage incurred by improper packaging when returning your equipment. In such a case, Evolis Card Printer might refuse to accept these products.

4) WARRANTY OF THE PRINT HEAD AND OF THE LAMINATION STATION'S HOT ROLLER

The print head and the hot roller are subject to wear and tear. These are very sensitive component of the printer which lifespan can be shortened in case the neighboring environment of the printer, print head or cards is not dust-free.

The user will act appropriately to insert cards that are clean, dustproof, and with no dirt.

Moreover, the frequency and quality of cleaning are key in helping user extend the print head lifespan. Please be very careful during cleaning the print head. Stick to the instructions mentioned in the Evolis Securion user guide.

Evolis warrants that, under normal use and service, the thermal print head and the hot roller supplied with your printer shall be free from manufacturing defects for a period of two (2) years from the original date of purchase of the printer, or for 100 000 inserted cards, whichever comes first

In the event a warranty claim is submitted for a defective print head or hot roller, Evolis reserves the right to inspect the printer, the print head or the hot roller, and your blank or/and printed cards. The purpose of this inspection is to verify that any such claimed defect has not been caused by Evolis unendorsed ribbons and/or cards that do not meet the Evolis specifications, and/or by foreign particles or substances which may have caused abrasion damage. Evolis' decision in any such claim shall be final.

Please call your Evolis Reseller or an Evolis Repair Centre (ERC) for assistance should you believe your print head or hot roller is damaged.

In the event the print head or the hot roller is found to be defective, Evolis, as its sole obligation under this warranty, will replace the defective part or refund its purchase. The replacement print head or hot roller will be warranted for the remainder of the original warranty period.

Replacement claims will be taken into account only if they come with a test card (Stt card).

5) SPARE PARTS WARRANTY

Evolis warrants that all spare parts shall be free from structural or manufacturing defects for a period of six (6) months (unless otherwise stated) from the date of original purchase. This warranty no longer covers the product if the latter is modified, poorly installed, poorly used or damaged by accident or a neglectful behavior.

For a print head or of a hot roller, the six (6) month warranty will apply only if all maintenance and operating conditions mentioned in section four

(4) **WARRANTY OF THE PRINT HEAD AND OF THE LAMINATION STATION'S HOT ROLLER** are enforced.

6) DISCLAIMER AND LIMITATION OF LIABILITY

THE FOREGOING WARRANTIES ARE IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

PURCHASER'S SOLE REMEDY FOR BREACH OF THIS LIMITED WARRANTY SHALL BE AS EXPRESSLY SET FORTH ABOVE

NEITHER EVOLIS CARD PRINTER NOR THE RESELLER OF THE EQUIPMENT OR SYSTEMS SET FORTH ABOVE SHALL BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT OR EITHER SIMILAR DAMAGES OR CLAIMS, INCLUDING LOSS OF PROFITS, LOSS OF USE, OR ANY OTHER COMMERCIAL DAMAGE EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND IN NO EVENT SHALL EVOLIS CARD PRINTER OR ITS RESELLER BE LIABLE FOR ANY DAMAGES TO YOU OR ANY THIRD PARTY INCURRED BY EXCESSIVE PRICE PAID FOR THE PRINTER REGARDLESS OF THE NATURE OR FORM OF THE CLAIM.

THE WARRANTY HEREIN IS GOVERNED AND INTERPRETED IN ACCORDANCE WITH THE FRENCH LAWS IN FORCE.

EXCEPTED CONTRARY PROVISIONS ACCEPTED BY EVOLIS, THE BRUSSELS CHAMBER OF COMMERCE IS THE ONLY ONE COURT OF JUSTICE COMPETENT FOR ANY LITIGATION BOUND DIRECTLY OR INDIRECTLY TO THE WARRANTY HEREIN.