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## **eSkan Product Standard Warranty Conditions**

Excellent ID (PTY) Ltd. warrants the hardware of the eSkan barcode scanner to be in good working order during the warranty period. In the event that the hardware is found to be defective within the warranty period, hardware repair service will be provided free of charge at Excellent ID service centre. Any shipping cost will be for the consumers account.

### **1. Warranty Period**

This warranty is valid for one year from the date of purchase by the consumer. The serial number of the eSkan is printed on the Invoice and delivery note.

### **2. Limitations**

Excellent ID does not warrant the following:

- Periodic check-ups, maintenance and repair or replacement of parts due to normal wear and tear.
- USB cables.
- Any software.
- Defects caused by modifications carried out without Excellent ID's approval.
- Damage resulting from the fact that a product is not conforming to country specific standards or specifications in other country than the country of purchase.

***Warranty repair service is excluded if damage or defects have been caused by:***

- Improper use, handling or operation of this product; in particular dropping or excessive shock.
- Repairs or modifications carried out not authorized by Excellent ID.
- Use of spare parts or software, which are not compatible with this product.
- Connecting the product to equipment not approved for connection by Excellent ID.
- Inadequate packaging of this product when returning it to Excellent ID service centre.
- Accidents or disasters or any cause beyond the control of Excellent ID, including but not limited to lightning, water, fire, public disturbances and improper ventilation.

### **3. Other**

Repair service may be delayed when performed outside of the original country of purchase because the product is not yet sold in that country or sold in a country-specific design. Accordingly, certain spare parts for this product may not be in stock in the country of repair.

It is the responsibility of the customer to backup and save any software files and programs before repair and to restore the same after such repair.

This warranty does not affect the consumer's statutory rights under applicable national legislation in force, or the consumer's rights against the retailer arising from the sale/purchase contract. In the absence of applicable national legislation, this warranty will be the consumer's sole and exclusive remedy, and Excellent ID shall not be liable for any incidental or consequential damages for breach of any express or implied warranty of this product.