



950 Danby Road, Suite 200
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www.CognitiveTPG.com

CognitiveTPG Products Limited Warranty Statement

Printers

CognitiveTPG warrants its products under normal use and service to be free of defects in workmanship and material for a period of time not less than 1 year or as stated in the individual product user manual from the original date of purchase by the original end user only.

Expendable and/or consumable items or parts such as lamps, fuses, batteries, tags, labels and ribbons are not covered under this warranty. This warranty does not cover equipment or parts which have been misused, altered, neglected, handled carelessly, or used for purposes other than those for which they were manufactured. This warranty also does not cover loss, damages resulting from accident, or damages resulting from unauthorized service.

Product	Available Warranty Period
A798	36 months
A799	48 months
DLXi	24 months
Advantage DLX	24 months*
DLXi	24 months*
C Series	24 months*
Advantage LX	24 months*
B780	24 months
A776	24 months
A760	24 months
M320	24 months
*Thermal Printheads sold as accessories for label printers (C Series, DLXi/DLX, Advantage LX)	6 months or 500,000 linear inches
Discontinued Products	
Warranty commences upon shipment for product that is resold as new in factory sealed cartons	

Warranty Terms

The following exceptions are not covered under the CognitiveTPG warranty and are not limited to:

- Product damage due to operation under environmental conditions outside of CognitiveTPG's specification limits
- Product damage due to improper installation, improper use or abuse
- Product damage due to service or modification by any party other than an authorized CognitiveTPG service center.
- Product damage due to the intrusion of foreign objects or substances
- Product damage due to use of print media (paper and/or ribbon) other than media specified or approved by CognitiveTPG
- Product damage due to improper packaging, shipping or handling
- Product from which the serial or tracer numbers have been removed

Warranty Service Procedures

If a defect should occur during the warranty period a return merchandise authorization number



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(RMA#) must be obtained from CognitiveTPG Technical Support (800) 732-8950 x extension 1 then 5 or by registering online at <http://www.cognitivetpg.com/support/product-registration>, before any merchandise can be accepted for repair. A RMA# must be visibly displayed on all merchandise returned. The printer must be delivered or shipped freight prepaid with your copy of the warranty and/or proof of purchase in the form of a sales slip.

CognitiveTPG always maintains the right to repair or replace any component at its option. CognitiveTPG shall not be responsible for any loss or damages incurred in shipping. Any warranty work to be performed by CognitiveTPG shall be subject to CognitiveTPG's confirmation that such product meets CognitiveTPG warranty. In the event of a defect covered by its warranty, CognitiveTPG will return the repaired or replaced product to the purchaser at CognitiveTPG's cost. With respect to a defect in hardware covered by the warranty, the warranty shall continue in effect until the end of the original warranty period. CognitiveTPG warrants each of its Product repairs for ninety (90) days, or the balance of the term of the Product's original warranty, whichever is longer.

Thermal Printhead for Barcode Label Printers

This warranty is limited to a period of 6 months or 500,000 linear inches of use, which ever comes first. This 6 month warranty is valid only if CognitiveTPG - approved media (ribbons, tags or labels) are used, as defined in the current CognitiveTPG list of approved media, a copy of which is available from CognitiveTPG or on the web site at www.CognitiveTPG.com.

Failure to use CognitiveTPG-approved media may result in invalidation of this thermal barcode label printhead warranty. This warranty does not cover printheads which have been misused, altered, neglected, handled carelessly, or damaged due to improper cleaning or unauthorized repairs.

Consumables Warranty

CognitiveTPG media supplies (consumables) are warranted to be free of defects in materials or workmanship for a period of either the stated material shelf life or 12 months from the date of shipment, whichever occurs first. Provided that the buyer has complied with CognitiveTPG guidelines for the storage, handling, and usage of CognitiveTPG media supplies in conjunction with our printers, the warranty coverage will be applicable. CognitiveTPG does not warrant the performance of CognitiveTPG media supplies on non-CognitiveTPG printers.

Accessories Warranty

CognitiveTPG accessory supplies are warranted to be free of defects in materials or workmanship for a period 90 days from the date of shipment. Provided that the buyer has complied with CognitiveTPG guidelines for the handling and usage of CognitiveTPG accessories in conjunction with our printers, the warranty coverage will be applicable. CognitiveTPG does not warrant the performance of CognitiveTPG accessories when used with other than CognitiveTPG printers.

General Warranty Provisions

CognitiveTPG makes no warranty as to the design, capability, capacity or suitability of any of its hardware, supplies, or software. Software is licensed on an "as is" basis without warranty. Except and to the extent expressly provided in this warranty and in lieu of all other warranties, there are no warranties, expressed or implied, including, but not limited to, any warranties of merchantability or fitness for a particular purpose. Purchaser shall be solely responsible for the selection, use, efficiency and suitability of CognitiveTPG's products.

This warranty is given by CognitiveTPG in lieu of any other warranties, express or implied. CognitiveTPG and its vendors disclaim any implied warranties of merchantability or fitness for a



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particular purpose. CognitiveTPG's responsibility to repair or replace a defective product is the sole and exclusive remedy provided to the customer for breach of this warranty. CognitiveTPG and its vendors will not be liable for any indirect, special, incidental or consequential damages irrespective of whether CognitiveTPG or the vendor has advance notice of the possibility of such damages.

Limitation of Liability

In no event shall CognitiveTPG be liable to the purchaser for any indirect, special or consequential damages or lost profits arising out of or relating to CognitiveTPG's products, or the performance or a breach thereof, even if CognitiveTPG has been advised of the possibility thereof. CognitiveTPG's liability, if any, to the purchaser or to the customer of the purchaser hereunder shall in no event exceed the total amounts paid to CognitiveTPG hereunder by the purchaser for a defective product.