

Cognitive Products Limited Warranty Statement

Printers

Cognitive warrants its products under normal use and service to be free of defects in Workmanship and material for a period 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	15 months
A799	15 months
DLXi	15 months
Advantage DLX	15 months*
DLXi	15 months*
C Series	15 months*
Advantage LX	15 months*
B780	15 months
A776	15 months
A760	15 months
M320	15 months
*Thermal Printheads and Platen rollers 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 Cognitive warranty and are not limited to:

- Product damage due to operation under environmental conditions outside of Cognitive'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 Cognitive 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 Cognitive.
- 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 (RMA#) must be obtained from Cognitive before any merchandise can be accepted for repair. An 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. Email Purchase Orders orders@cognitivetpg.com to get RMA instructions. Make sure to email Serial number and problem description.

Cognitive always maintains the right to repair or replace any component at its option. Cognitive shall not be responsible for any loss or damages incurred in shipping. Any warranty work to be performed by Cognitive shall be subject to Cognitive's confirmation that such product meets Cognitive warranty. In the event of a defect covered by its warranty, Cognitive will return the repaired or replaced product to the purchaser at Cognitive'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. Cognitive 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, whichever comes first. This 6 month warranty is valid only if Cognitive - approved media (ribbons, tags or labels) are used, as defined in the current Cognitive list of approved media, a copy of which is available from Cognitive or on the web site at www.CognitiveTPG.com.

Failure to use **Cognitive-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

Cognitive 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 Cognitive guidelines for the storage, handling, and usage of Cognitive media supplies in conjunction with our printers, the warranty coverage will be applicable. Cognitive does not warrant the performance of Cognitive media supplies on non-Cognitive printers.

Accessories Warranty

Cognitive 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 Cognitive guidelines for the handling and usage of Cognitive accessories in conjunction with our printers, the warranty coverage will be applicable. Cognitive does not warrant the performance of Cognitive accessories when used with other than Cognitive printers.

General Warranty Provisions

Cognitive 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 Cognitive's products.



5750 W Bloomingdale Ave
Unit 1
Chicago IL 60639
T: 773-888-0885
www.CognitiveTPG.com

This warranty is given by Cognitive in lieu of any other warranties, express or implied.

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

Limitation of Liability

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