

## **STAR MICRONICS LIMITED WARRANTY TERMS AND CONDITIONS**

*Applies to all Star Micronics products purchased and used in United States, Canada, and Latin America, except spare parts or consumables (the “Products”)*

Subject to the terms and conditions set forth below, Star Micronics America, Inc. (“STAR”) warrants covered Products against defects in materials and workmanship for the applicable time period (specified below), which begins on the date of purchase by the original end user. (Rechargeable batteries and battery packs built into new products are warrantied 24 months from the date of manufacture. It is normal for battery life, defined as the amount of time a device runs before it needs to be recharged, to decrease over time. This is not considered a defect in workmanship or materials.) If a Product is found by STAR to be defective (meaning that it fails to function properly under normal use during the warranty period), STAR will, at its sole option, repair the Product, replace the Product, or provide replacement parts (the “Warranty Service”). To be eligible for Warranty Service, a Product: (a) the Product must have been purchased NEW from a STAR authorized reseller in the United States, Canada, or Latin America by the original end user and (b) must have been used solely in the United States, Canada, or Latin America. This warranty is not transferable.

Applicable warranty periods by Product type:

### **Printers**

- TSP, HSP, FVP, BSC, SP, mCP, and mCL – two (2) years.
- SK series kiosk printers – one (1) year.
- TUP series kiosk printers – two (2) years.
- SM series portable printers – one (1) year.

### **Scales & Scanners**

- MG-S and MG-T scales – two (2) years.
- BSH and BSD scanners – two (2) years.

### **Cash Drawers**

- CD3 cash drawers – one (1) year.
- SMD2, CD4 cash drawers – two (2) years.
- CD5 cash drawers – five (5) years.

### **Peripherals & Accessories**

- All stands, enclosures, and accessories – one (1) year.
- All other products, except spare parts – one (1) year.

“Accessories” are herein defined as attachments, additions, connectors, and supplementary products to include but not limited to communication cables, vertical stands, wall mounts, brackets, printer holders and straps, buzzers, batteries, battery chargers, power supplies, sneeze guards, key locks, keys, covers, cash drawer tills, displays, 1D scanners and printer attachments (presenters, bezels, paper roll holders, etc.)

It is a condition of this warranty that the Product is unmodified, is operated under normal and proper conditions, and is used with consumables and print media in compliance with all

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specifications and instructions in the STAR Product documentation. **This limited warranty does not apply to, and STAR is not responsible for failures caused by abuse, misuse, tampering, misapplication, negligence, accidental damage, unauthorized repair, or use of improper or unapproved additions, adaptors, supplies, print media and/or consumables. This limited warranty also does not apply to, and STAR is not responsible for changes, modifications, additions, or deletions of hardware, software, or firmware in the printer products.**

Each request for Warranty Service shall be handled in accordance with the following procedures, conditions, and limitations:

1. Troubleshooting by STAR Technical Support is required before sending a Product in for repair. Customer must obtain an In-Warranty-Repair-Authorization (IWRA) document and instructions indicating where to send Product for repair. To obtain an IWRA, customer must contact STAR Technical Support at 800-782-7636 ext. 995 or 848-216-3304 (direct) or submit a request for technical support via STAR’s website:  
<https://www.starmicronics.com/Supports/SupportTechnical>.
2. Each request must include the original end user’s purchase receipt or other valid and dated proof of purchase. Only a receipt, invoice, or equivalent proof of purchase where the serial number is clearly printed will be considered a valid proof of purchase.
3. Customer is responsible for shipping the Product to the location indicated on the IWRA and assumes all costs and risks associated with this transportation. Customer must include with the Product a copy of the IWRA. Customer must ensure Product shipped is properly packaged and protected using original packaging or equivalent protection.
4. In the event a Product is found to have a defect covered by this warranty, STAR will either, at its sole option, repair the Product or provide a replacement, and bear the cost to ship the repaired or replacement item(s) to customer’s location. Replacements and parts used in repairs are supplied on an exchange basis. Exchanged Product or replaced parts become STAR property.
5. Replacement Products and/or parts used in repairs may be new or refurbished meeting STAR’s standard of quality, and subject to availability.
6. STAR will notify customer if the required repairs constitute Excluded Services, as defined below. If customer authorizes Excluded Services, customer agrees to pay the ASC’s standard rate for labor and parts, plus the cost of shipping the repaired Product to the Customer’s location.
7. Excluded Services are:
  - a. Repair made necessary due to misuse, abuse, neglect, improper installation, misapplication, accidental damage, use of improper print media, use of incompatible third-party product(s), and/or improper maintenance.
  - b. Installation and/or removal of non-STAR accessories, peripheral equipment, or computer system of which the Product may be a part.
  - c. Repair of covers and other stationary parts unless necessary for Product functionality.
  - d. Repair or replacement of wear items (such as cash drawer rollers) consumables (such as ribbons), or cosmetic defects.
  - e. Repair made necessary by external cause, including disasters (such as fire, flood, or lightning), theft, alteration, problems arising from software or hardware not supplied or

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- approved by STAR, power failures, shortages, or repairs performed by persons other than those authorized by STAR to repair the Product.
- f. Repair of third-party products not manufactured or sold by STAR that may be installed in or on or used in connection with the Product.
  - g. Repair of any Product on which the STAR label, logo, rating label, and/or serial number has been defaced or removed.
  - h. Repair of any Product not included in the IWRA.
8. Warranty Service does not include, and Star is not responsible for either (a) the cost or performance of Product calibration and/or certification, or (b) the cost or performance of re-calibration and/or re-certification after a covered repair.
9. If a claimed problem cannot be identified or reproduced, Customer agrees to pay the ASC’s standard rate for labor and the cost of return shipping.
10. In cases when the Product is replaced, the replacement provided by STAR, new or refurbished, will resume the remaining original Product warranty period, observing the original date of purchase. When parts are replaced, refer to the “Spare Parts Warranty Terms and Conditions”.
11. Star reserves the right to change at any time the Warranty Service procedures, conditions, and limitations.

Customer’s exclusive remedy and STAR’s sole obligation is to re-perform labor or replace spare parts that do not conform to this limited warranty, provided Customer makes its warranty claim in writing to Company prior to the expiration of the warranty period. Any action for breach of these terms and conditions must be brought within six months of original claim. **EXCEPT AS EXPRESSLY PROVIDED HEREIN, STAR MAKES NO OTHER REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, AND SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED OR STATUTORY WARRANTIES INCLUDING WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE.**

Neither STAR nor its affiliates or agents are liable for (a) direct, indirect, special, incidental, or consequential damages, including lost profits, cost of substitute equipment, downtime, or claims of third-parties, including customers, or injury to property, resulting from the use or inability to use the Product, whether resulting from a breach of any express or implied warranty or any other legal theory, or (b) delay in furnishing or failing to furnish service if such delay is caused by an act of God, strike, governmental action, or any cause beyond STAR’s reasonable control. Some states do not allow limits on warranties or on remedies for breach in certain transactions. In such states, the limits of this paragraph and the preceding paragraph may not apply.

Supplemental warranty programs for many Products are available for purchase, for an additional charge, up to thirty (30) days after the Product’s original purchase date. If interested in supplemental warranty programs, please call Star support at 800-782-7636 ext 995 or 848-216-3304 (direct), contact your STAR-authorized reseller, or refer to STAR’s website for more information. <https://starmicronics.com/star-micronics-technical-support/>

This document is the complete and exclusive statement of STAR’s limited warranty terms and conditions. No employee, agent or affiliate of STAR is authorized to make any representations or

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statements that are inconsistent with this document. Any such representations or statements shall be void.