

NeuraLabel Sirius Label Printer Premium Warranty

Except as otherwise advised in writing by NeuraLabel (a division of Neuralog LP) ("Manufacturer"), Manufacturer warrants the NeuraLabel Sirius Printer ("Printer") furnished under this agreement will be free from failures due to defects in material and workmanship for a period of 12 months from the invoice date ("Warranty Period"), when Printer is installed, repaired, maintained and used in accordance with Manufacturer's operating instructions and procedures. MANUFACTURER DISCLAIMS ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE PRINTER OR SUCH SERVICES, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

This Warranty shall be voided by any use of the Printer with parts or consumables not provided by NeuraLabel or for purposes or in a manner other than normal operation. Notwithstanding any provision to the contrary contained herein, the Warranty does not apply to: (1) any unit without a valid serial number; (2) any consumable parts such as toner cartridges; (3) page yield; (4) damage resulting from shipment, mishandling, misapplication, faulty installation, incompatible network setup, improper maintenance, line power faults, maladjustment of consumer controls, customer instruction, installation or set-up adjustments; (5) cosmetic damage; (6) damage due to acts of God, accident, negligence, misuse or abuse; or (7) modification of the printer by anyone other than Manufacturer. End user shall comply with all terms contained in the NeuraLabel Sirius Users Guide, Installation Guide, and Maintenance Guid for normal printer operation.

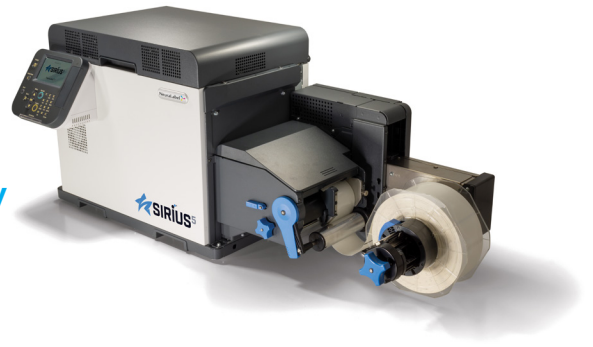
In the event of any breach of the foregoing warranties, Manufacturer's sole obligation and End User's exclusive remedy shall be the repair or replacement of the Printer as provided for herein. MANUFACTURER SHALL NOT BE LIABLE FOR ANY DEFECTS, DAMAGES, CLAIMS, OR INJURIES CAUSED BY, ARISING OUT OF OR RELATED TO, USE OR PERFORMANCE OF THE PRINTER OR THE SERVICES PROVIDED IN RELATION THERETO, except to the extent Manufacturer may be liable for actual damages in an amount not to exceed the amount End User paid for the Printer at the time of its original purchase. **UNDER NO CIRCUMSTANCES, WILL MANUFACTURER BE LIABLE FOR ANY DIRECT, CONSEQUENTIAL, INCIDENTAL, EXEMPLARY OR OTHER SPECIAL DAMAGES ARISING OUT OF OR RELATED TO THE PRINTER, ITS USE, ITS FAILURE TO OPERATE AND ITS RELATED SERVICE.** Such limitation on liability shall apply even if Manufacturer has been advised of the possibility of such damages.

REPAIRS & REPLACEMENT PROCEDURE

All requests for support must be emailed to support@neuralabel.com. The End User will receive a response from our technical support team **within one business day**. Our technical support team will engage in troubleshooting related to the printer based on the End User's report and may require End User to provide additional information and/or testing regarding product failure. Repairs and/or replacements will be provided according to the Premium Warranty Terms stated as follows.

ONE- AND TWO-YEAR NEURALABEL PREMIUM ON-SITE REPAIR WARRANTIES

If repairs are necessary to restore to normal operation, NeuraLabel will schedule an on-site visit so that a technical support specialist can make the necessary repairs. If the unit is unable to be repaired, a replacement unit will be sent to the End User at the Manufacturer's expense. The End user will ship the faulty printer, in the replacements packaging, to Manufacturer at Manufacturer's expense within 10 business days.



NeuraLabel Sirius Label Printer Premium Warranty (Continued)

RESPONSE TIMES

NeuraLabel will respond to service requests to provide an initial troubleshooting assessment within one business day. Units being returned by the End User to the Manufacturer must arrive within 10 business days of request by Manufacturer. Replacement of the printer from the Manufacturer to the End User may take up to three business days from the time a new printer is determined to be needed for customers within the United States and up to five business days for international customers.

IMPORTANT NOTICES

- Failure to print with authentic NeuraLabel products and approved media will VOID THIS WARRANTY.
- Resellers must confirm sale of new printers at <https://www.neuralabel.com/product-warranty-activation> to initiate warranty within 10 days of the unit sale.

For any additional warranty questions, please contact our support team at **+1 (281) 207-8555** or via email at support@neuralabel.com.