



## NeuraLabel Sprint Printer Standard Warranty

Except as otherwise advised in writing by NeuraLabel LP ("Manufacturer"), Manufacturer warrants the NeuraLabel Sprint 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 LP 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 ink cartridges and duplex module; (3) damage resulting from shipment, mishandling, misapplication, faulty installation, incompatible network setup, improper maintenance, line power faults, maladjustment of consumer controls, installation or set-up adjustments, or failure to follow NeuraLabel instruction; (4) cosmetic damage; (5) damage due to acts of God, accident, negligence, misuse or abuse; or (6) modification of the printer by anyone other than Manufacturer. End User shall comply with all terms contained in the NeuraLabel Sprint Operator's Manual 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 submitted to [support@neuralabel.com](mailto:support@neuralabel.com) or received via phone at **+1 (281) 240-2525**. 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 product's current warranty (see below).

### **NEURALABEL SPRINT STANDARD RETURN-TO-DEPOT WARRANTY**

*This warranty is included with all printers for one year from the purchase date.*

If NeuraLabel's technical support team determines that repairs are necessary to restore the unit to normal operation, the End User will be required to ship the printer in its original packaging to Manufacturer at End User's expense. The Manufacturer will then make the necessary repairs and ship the printer or a replacement printer back to the End User at the Manufacturer's expense.

## NeuraLabel Sprint Printer Standard Warranty (Continued)

### **NEURALABEL SPRINT OPTIONAL ON-SITE REPAIR WARRANTY**

Optional one-year and two-year on-site repair warranties are available for purchase, which entitle the End User to receive on-site break/fix repair service.

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.

Contact NeuraLabel LP for more information about on-site repair warranty options at **+1 (281) 240-2525**.

### **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 recommended media will VOID THIS WARRANTY.
- Resellers must confirm sale of new printers at <https://www.neuralabel.com/product-warranty-activation> immediately following the unit sale to ensure warranty coverage. Equipment is not covered until registered properly with NeuraLabel.

For any additional warranty questions, please contact our support team at **+1 (281) 240-2525** or via email at [support@neuralabel.com](mailto:support@neuralabel.com).