



TSL[®] Hardware Products

Warranty Information

(A) Warranty

TSL®'s hardware Products are warranted against defects in workmanship and materials for a period of twelve (12) months from the date of shipment, unless otherwise provided by TSL® in writing, provided the Product remains unmodified and is operated under normal and proper conditions. Warranty provisions and durations on software, integrated installed systems, Product modified or designed to meet specific customer specifications ("Custom Products"), remanufactured products, and reconditioned or upgraded products, shall be as provided in the applicable Product specification in effect at the time of purchase or in the accompanying software license.

(B) Spare Parts

Spare parts (i.e. parts, components, or subassemblies sold by TSL® for use in the service and maintenance of Products) are warranted against defects in workmanship and materials for a period of thirty (30) days from the date of shipment. Spare parts may be new or originate from returned units under the conditions set forth in subsection D below.

(C) Repair of TSL® branded hardware

For repairs on TSL® branded hardware Products under this Agreement, including repairs covered by warranty, the repair services provided are warranted against defects in workmanship and materials on the repaired component of the Product for a period of thirty (30) days from the shipment date of the repaired Product, or until the end of the original warranty period, whichever is longer. Any such defects shall be notified to TSL® in writing within 7 days of the same becoming apparent.

(D) Product Service

Products may be serviced or manufactured with parts, components, or subassemblies that originate from returned products and that have been tested as meeting applicable specifications for equivalent new material and Products. The sole obligation of TSL® for defective hardware Products is limited to repair or replacement (at TSL®'s option) on a "return to base (RTB)" basis with prior TSL® authorisation.

Customer is responsible for prompt shipment to TSL® and assumes all costs and risks associated with this transportation; return shipment to the Customer will be at TSL®'s expense. Customer shall be responsible for return shipment charges for product returned where TSL® determines there is no defect ("No Defect Found"), or for product returned that TSL® determines is not eligible for warranty repair. No charge will be made to Buyer for replacement parts for warranty repairs. TSL® is not responsible for any damage to or loss of any software programs, data or removable data storage media, or the restoration or reinstallation of any software programs or data other than the software, if any, installed by TSL® during manufacture of the Product.

(E) Original Warranty Period

Except for the warranty applying solely to the repaired component arising from a repair service as provided in Section C above, the aforementioned provisions do not extend the original warranty period of any Product that had either been repaired or replaced by TSL®.

(F) Warranty Provisions

The above warranty provisions shall not apply to any Product:

- (i) which has been repaired, tampered with, altered or modified, except by TSL®'s authorized service personnel;
- (ii) in which the defects or damage to the Product result from normal wear and tear, misuse, negligence, improper storage, water or other liquids, battery leakage, use of parts or accessories not approved or supplied by TSL®, or failure to perform operator handling and scheduled maintenance instructions supplied by TSL®;
- (iii) which has been subjected to unusual physical or electrical stress, abuse, or accident, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable Product specification; nor shall the above warranty provisions apply to any expendable or consumable items, such as batteries, supplied with the Product.
- (iv) which has been exposed to corrosive materials or used in corrosive, toxic or radioactive environments.

EXCEPT FOR THE WARRANTY OF TITLE AND THE EXPRESS WARRANTIES STATED ABOVE, TSL® DISCLAIMS ALL WARRANTIES ON PRODUCTS FURNISHED HEREUNDER INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, FOR SUCH PRODUCTS, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY.

The stated express warranties are in lieu of all obligations or liabilities on the part of TSL® for damages, including but not limited to, special, indirect or consequential damages arising out of or in connection with the use or performance of the Product or service. TSL®'s liability for damages to Buyer or others resulting from the use of any Product or service furnished hereunder shall in no way exceed the purchase price of said Product or the fair market value of said service, except in instances of injury to persons or property.

TSL® is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty. If the original shipping container was not kept, contact your local distributor or TSL® to have another sent to you.

TSL® shall not be responsible for any injury, damage or loss of whatever kind caused directly or indirectly by the goods whether as a result of their manufacture, operation, use or otherwise and the customer shall indemnify TSL® from any claim arising from any loss suffered by any third party.

About

About TSL®



Technology Solutions UK Ltd (TSL®), part of HID Global, is a leading manufacturer of high performance mobile RFID readers used to identify and track products, assets, data or personnel.

For over two decades, TSL® has delivered innovative data capture solutions to Fortune 500 companies around the world using a global network of distributors and system integrators. Specialist in-house teams design all aspects of the finished products and software ecosystems, including electronics, firmware, application development tools, RF design and injection mould tooling.

TSL® is an ISO 9001:2015 certified company.



ISO 9001: 2015

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About HID Global



HID Global powers the trusted identities of the world's people, places and things. We make it possible for people to transact safely, work productively and travel freely. Our trusted identity solutions give **people** convenient access to physical and digital **places** and connect **things** that can be identified, verified and tracked digitally. Millions of people around the world use HID products and services to navigate their everyday lives, and billions of things are connected through HID technology. We work with governments, educational institutions, hospitals, financial institutions, industrial businesses and some of the most innovative companies on the planet. Headquartered in Austin, Texas, HID Global has over 4,000 employees worldwide and operates international offices that support more than 100 countries. HID Global is an ASSA ABLOY Group brand.

For more information, visit www.hidglobal.com.