



DAYMARK WARRANTY POLICY

ITHACA BRAND PRINTERS, INCLUDING THE ITHACA 9700 FOOD SAFETY TERMINAL, ARE SOLD TO CUSTOMER SUBJECT TO TRANSACT TECHNOLOGIES INCORPORATED'S MANUFACTURER'S PASS-THROUGH WARRANTY, A COPY OF WHICH IS ATTACHED HERETO; PROVIDED, HOWEVER, THE SCOPE OF WARRANTY AND CLAIM PROCEDURE SHALL BE AMENDED AS FOLLOVED:

WARRANTY PERIOD: The standard warranty is one year from the date of shipment from DAYMARK.

CLAIM PROCEDURE: To make a request or claim for service, a Return Materials Authorization (RMA) Number must be assigned by DAYMARK prior to the return of the printer. Contact the DAYMARK Technical Support Department at (877) 620-8878 with the model and serial numbers of the unit needing to be repaired.

ADDITIONAL COVERAGE: Additional levels of warranty coverage type and term lengths are available through DAYMARK. Pricing will be quoted separately.

CONSUMABLES: Use of any labels in the equipment other than those supplied by DAYMARK shall void the warranty.

EXCEPT FOR THE WARRANTIES REFERRED TO ABOVE, TRANSACT AND DAYMARK DISCLAIM ALL WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

THE SOLE REMEDIES FOR BREACH OF ANY AND ALL WARRANTIES AND TRANSACT'S AND DAYMARK'S LIABILITY OF ANY KIND ARISING FROM ANY CONTRACT FOR SALE OF ANY PRODUCTS OR SERVICES SHALL BE LIMITED TO THE SPECIFIC REMEDIES PROVIDED HEREIN. IN NO EVENT SHALL TRANSACT'S OR DAYMARK'S LIABILITY TO CUSTOMER FOR DAMAGES OF ANY NATURE EXCEED THE PURCHASE PRICE OF THE PRODUCT OR THE PRICE FOR THE SERVICE FROM WHICH LIABILITY RESULTS.

NEITHER TRANSACT NOR DAYMARK SHALL BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR FOR THE LOSS OF PROFIT OR REVENUE EVEN IF TRANSACT OR DAYMARK SHALL HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

TRANSACT
Technologies Incorporated

Ithaca Facility

WARRANTY POLICY

TransAct Technologies, Inc. (**TRANSACT**) warrants this printer to be free from defects in material and workmanship and will remedy any such defects according to the terms of this Limited Warranty. This Limited Warranty does not extend to consumable items, including but not limited to ribbons, inkjet cartridges, paper rolls, spindles, fuses, keys, power cords, communications cables (external to the printer), spill resistant covers and any options, attachments, or modifications not installed by **TRANSACT**.

STANDARD WARRANTY PERIOD

The standard warranty is one (1) year (12mo) from the date of shipment from **TRANSACT's** plant for the Ithaca® Brand Series 70, and the 9700 Food Safety Terminal.

The standard warranty is two (2) years (24 months) from the date of shipment from the factory for the Ithaca® Brand POSjet® 1500, BANKjet® 1500, BANKjet 2500, Series 90PLUS, Series 150, Series 800, Epic 950®, Epic 430®, Epic 630®, Epic 880®, Ithaca® 8000, Ithaca 8040, and the Ithaca 9000.

TRANSACT'S iTherm™ 280 Printers come with a standard three (3) year (36mo) from the date of shipment from the factory.

The standard warranty is 90 days from the date of shipment from **TRANSACT** for the Printrex 980 model printer. The standard warranty is one year from the date of shipment from **TRANSACT** for Printrex Brand printers other than the 980.

PRINTREX CONSUMABLES WARRANTY - TRANSACT warrants that the thermal print head will be free from defects for Expected Life of the print head but not more than one (1) year from the date of purchase. The Expected Life of the print head is considered to be the lesser of, A) fifty (50) kilometers of delivered media or B) one hundred million (100,000,000) pulses of an individual print element (approximately 12.7 kilometers of converted printout for any given print element).

TERMS OF STANDARD WARRANTY

To make a request or claim for service, a Return Materials Authorization (RMA) Number must be assigned by **TRANSACT** prior to the return of the printer. Contact the Technical Support Department at (877) 7ithaca or (607) 257-8901 with the model and serial numbers of the unit needing repair. The printer must be returned to **TRANSACT** or an authorized **TRANSACT** repair center, shipping prepaid, in the original shipping container and packing materials or in suitable packaging to as to not sustain damage in shipping. See the unpacking instructions in the Operator's Guide or Quick Reference Sheet to correctly repack the printer. **TRANSACT** does not assume the risk of loss or damage during transit. If the original shipping container and/or packing materials are not available, they can be purchased from **TRANSACT**.

TRANSACT USA will repair (or at its option, replace) at no charge any defective component(s) of the printer. **TRANSACT USA** and Authorized Repair Centers will pay the return shipping fee back to the customer at UPS Ground rates or equivalent within the continental United States. **TRANSACT USA** shall pay a maximum \$10.00 USD for the return shipping fee for printers shipped outside of the continental United States under this warranty. Duties and taxes, if levied, shall be the sole responsibility of the customer.

TRANSACT U.K. will repair (or at its option, replace) at no charge any defective component(s) of the printer. **TRANSACT U.K.** will pay the return shipping fee back to the customer using **TRANSACT's** selected method of transit. Duties and taxes, if levied, shall be the sole responsibility of the customer.

TRANSACT will furnish all tools, test equipment, parts and labor necessary to service the printer. Consumable items requested of **TRANSACT** such as ribbons, inkjet cartridges, paper rolls, spindles, fuses, keys, power cords, communications cables or spill resistant covers will be provided for an additional charge (per **TRANSACT** current pricing schedule¹).

No attachments or alterations should be made without prior written consent of **TRANSACT**. If any such attachment or alteration, in the opinion of **TRANSACT**, interferes with the normal and satisfactory operation or maintenance of the printer, **TRANSACT** may refuse to repair such products. This includes any printers with serial number tags that have been removed, altered, or in any way made illegible

EXTENDED ONE YEAR WARRANTY

Additional warranty coverage for one year beyond the Standard Warranty Period, as defined above, may only be purchased when the printer is ordered. Printers covered by the extended warranty must be returned in the same manner as described above under the Terms of Standard Warranty.

TRANSACT USA will repair (or at its option, replace) at no additional charge, any defective component(s) of the printer. **TRANSACT USA** and Authorized Repair Centers will pay return shipping back to the customer at UPS Ground rates or equivalent within the continental United States. Shipping costs for printers located outside the continental United States will be the sole responsibility of the customer both to and from **TRANSACT USA**. Duties and taxes, if levied, shall be the sole responsibility of the customer.

TRANSACT U.K. will repair (or at its option, replace) at no charge any defective component(s) of the printer. **TRANSACT U.K.** will pay the return shipping fee back to the customer using **TRANSACT's** selected method of transit. Duties and taxes, if levied, shall be the sole responsibility of the customer.

¹ **TRANSACT** prices are subject to change without notice.

The above Warranties shall not apply if the product has been damaged due to abuse, misuse, misapplication, accident, shipping damage (due to insufficient or incorrect packing as advised on **TRANSACT** packing instructions found in the Operator's Guide or Quick Reference Sheet), or as a result of service or modification by any other than an authorized **TRANSACT** repair center. **NOTE: USE OF MEDIA PRODUCTS (INCLUDING ROLL PAPER, INSERTED FORMS, TICKETS, OR LABELS) NOT TESTED BY AND APPROVED BY TRANSACT SHALL VOID THE PRODUCT WARRANTY.**

THERE ARE NO EXPRESSED WARRANTIES OTHER THAN THOSE ON THE FACE HEREOF AND DESCRIBED ABOVE. NO WARRANTIES WHETHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL EXTEND BEYOND THE RESPECTIVE WARRANTY PERIODS DESCRIBED ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply.

TRANSACT SHALL NOT BE RESPONSIBLE OR LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR LOSSES ARISING FROM THE USE OF THIS PRODUCT.

This Limited Warranty applies to **TRANSACT** printers sold in the continental United States. The warranty for printers purchased outside the continental United States may vary. Contact your **TRANSACT** dealer for warranty service information.

TRANSACT also offers a **DEPOT MAINTENANCE AGREEMENT** that extends coverage beyond the warranties described above. The agreement must be purchased prior to the expiration of either the standard or extended warranty. The terms of the agreement are documented. Details can be obtained from **TRANSACT's** Technical Support Department at (877) 7ithaca or (607) 257-8901 or from Authorized Distributors.

TRANSACT will from time to time announce the termination of production of specific products. **DEPOT MAINTENANCE AGREEMENTS** for discontinued products will not be sold after the announced production end date.

TRANSACT may, at its option, alter the contents of this policy at any time without notice. These changes will affect products manufactured after the effective date of this policy.

This warranty gives you specific legal rights. You may have other rights that vary from state to state.