

# Terms of Warranty Policy

## Newland

### General Policy

Products offered by Newland Auto-ID (Here in after called “Newland”) – HR2070-RF - are covered with three years’ warranty.

Newland warrants only to the first end-user of the product and the below warranty provision is non-transferable, and shall not apply to any Product.

### Warranty Applicable Scope:

This warranty applies to all Newland products and warrants them to be free from defects in workmanship, under normal use and service, for the defined period of time from the date of purchase by the first end-user.

Under this warranty, Newland will repair or replace, at its option, any unit that fails to perform according to Newland’s published specifications during the warranty period.

### Warranty Non-Applicable Scope:

This warranty will not be provided in case of the following circumstances:

1. Software or damage to the product caused by modification, alteration, misapplication, misuse of, or physical abuse to the product;
2. Damage caused by product repairing by anyone other than an Authorized Newland Service Center;

3. Any consumable or equivalent (e.g. cables, power supply, batteries ... etc). The consumable items, such as batteries and cable, carry a 90-day warranty from time of purchase.

This warranty also excludes any damage to the product caused by circumstances outside of Newland's control, including but not limited to lightning or fluctuation in electrical power.

### **How to Get Newland's Warranty Service?**

Please contact the Reseller – Coherent Solutions SRL, with the device's model number and serial number. Your Reseller will contact Newland, on your behalf, to arrange for the device to be serviced.

When calling for service at any of our repair facilities, please be prepared to give the following information:

**Product Model No.**

**Brief description of problem**

**Serial Number**

Please have your device in hand when you call, and a representative will help you find the number.

**Diana MATVEI**

**Director – Coherent Solutions SRL**

**Date: 30.03.2021**

