



RBH USA, Inc.

RBH
ACCESS

60 Whitney Road • Mahwah • New Jersey • 07430
Tel. 877.251.3550 • Fax 201.891.3420 • www.rbh-access.com

Product Warranty

All RBH USA, Inc. manufactured products are warranted to the original Buyer to be free from defects in material and workmanship for the time period of 24 months from the date of shipment from RBH USA dock (serial numbers are recorded at that time). This Limited Warranty does not apply if accident, abuse, misuse, misapplication, modification, negligence or an Act of God has damaged the product.

NO WARRANTIES, EXPRESS OR IMPLIED, EXTEND BEYOND THE TERMS OF THIS CONTRACT. THE GOODS SOLD ARE WITHOUT ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL RBH USA, INC. BE RESPONSIBLE OR LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES INCURRED BY THE BUYER OR ANY THIRD PARTY ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT, OR RESULTING FROM ANY BREACH OF WARRANTY, OR UNDER ANY OTHER LEGAL THEORY, EVEN IF RBH USA, INC. HAS BEEN ADVISED OR MAY OTHERWISE HAVE REASON TO KNOW THE POSSIBILITIES OF SUCH DAMAGES.

RBH USA, Inc.'s maximum liability under any circumstance shall be limited to the actual price of the product. Some States do not allow the exclusion or limitation of implied warranties, or liability for incidental or consequential damages. No RBH USA, Inc. agents, employees, or representatives are authorized to make any modification, extension, or addition to this warranty.

No affirmation or representation concerning the goods sold under this contract shall be valid unless stated in RBH USA, Inc. current sales literature or expressed in writing in this contract. Additionally, RBH USA, Inc. reserves the right to improve, modify, or enhance the specifications or composition of the product, without further notice, if it is necessary or advisable in the judgment of RBH USA, Inc.

This Limited Warranty applies to products purchased and installed in the United States. The procedure for obtaining service outside the United States may vary.



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Warranty Repair

To arrange for a warranty repair, please complete the attached Return Materials Authorization (RMA) Form and fax it to RBH USA office. RBH USA, Inc. (RBH) will issue a Return Authorization Confirmation with return instructions.

RBH will provide a shipper number to cover the return of malfunctioning equipment. Repaired or replacement products will be shipped via standard ground package service, this shipment method can be expedited on customer's request at an extra cost to this customer.

If returned products are deemed by RBH to be outside of warranty coverage or are fully functional, customer will be billed the diagnosis fee (as outlined below), and all shipping costs associated with the incident. Repair cost will be quoted by RBH via email or fax. Repairs will commence upon receipt of customer's Purchase Order to RBH for the amount of quoted repair and shipping costs.

Advanced replacement

Within first 30 days of warranty period, products within warranty coverage limitations are eligible for an advanced replacement by RBH.

To arrange for an advance replacement, please complete the attached Return Materials Authorization (RMA) Form and fax it to RBH USA office. RBH will issue a Return Authorization Confirmation with return instructions. Customers are required to issue a Purchase Order (PO, marked as "Advance Replacement") to RBH, covering the products to be shipped as replacement, this PO will be credited if returned goods are received within 30 days of advance replacement shipment.

Replacement products will be shipped via standard ground package service, this shipment method can be expedited on customer's request at an extra cost to this customer. RBH will provide a shipper number to cover the return of malfunctioning equipment.

If returned products are deemed by RBH to be outside of warranty coverage or are fully functional, customer will be billed the full cost of replacement products (as listed on customer's PO), diagnosis fee (as outlined below), and all shipping costs associated with the incident.

Out of warranty Repair

Only units that can be repaired and rotated into the factory-refurbished stock will be repaired. If the unit cannot be repaired, the customer will be required to purchase a new unit. RBH USA, Inc. reserves the right to determine materials beyond economical repair. Items beyond economical repair will be returned to the Customer with diagnosis fee and shipping costs applied.

To arrange for a out of warranty repair, please complete the attached Return Materials Authorization (RMA) Form and fax it to RBH USA office. RBH will issue a Return Authorization Confirmation.

Repair cost will be quoted by RBH via email or fax. Repairs will commence upon receipt of customer's Purchase Order to RBH, for the amount of quoted repair and shipping costs. Units left over thirty (30) days without a purchase order for the repair will be returned the Customer, with diagnosis fee and shipping costs applied.

Diagnosis Fee

For all out-of warranty products, as well as products within warranty coverage limitations that are found to be fully functional, a \$65 per unit fee will apply.



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Returns of items

Unopened items may be returned to RBH USA within 30 days for an account credit for an account credit with a 15% re-stocking fee applied, or within 180 days for an account credit with a 25% re-stocking fee applied.

Opened items in original condition and in original packaging can be returned within 15 days for an account credit with a 25% re-stocking fee applied, or within 180 days for an account credit with a 50% re-stocking fee applied.

Damaged, used and otherwise unsuitable products are not eligible for return. Card printer film and printable cards are not eligible for return. Items that cannot be rotated into sales stock will not be subject to credit. RBH USA reserves the right to refuse any returns past 180 days of original shipment.

RBH USA reserves the right to determine and state the condition of the returned items and refuse credit on any items at its discretion. All shipping costs are responsibility of the Customer. Credit will be issued and restocking fee charged upon receipt of the returned goods and their acceptance by RBH USA.

To arrange for a return of items ordered in error, Customers are required to complete the attached Return Materials Authorization (RMA) Form and fax it to RBH USA office. RBH USA, Inc. (RBH) will issue a Return Authorization Confirmation with return instructions.

Exchange of items

Customers are required to return unwanted items for an account credit, as outlined above, and provide RBH USA with a purchase order for the new items as a separate transaction.

Exchange of items shipped by RBH USA in error

If RBH USA had shipped an item in error, it will be replaced at no charge within 30 days after the shipment date. Replacement items will be shipped upon receipt of the returned items. Replacement items can also be shipped as an advance replacement, as outlined below.

To arrange for a replacement of items shipped in error by RBH USA, Customers are required to complete the attached Return Materials Authorization (RMA) Form and fax it to RBH USA office. RBH USA, Inc. (RBH) will issue a Return Authorization Confirmation with return instructions.

To arrange for an advance replacement Customers are required to issue a Purchase Order (PO, marked as "Advance Replacement") to RBH, covering the products to be shipped as replacement, this PO will be credited if returned goods are received within 30 days of advance replacement shipment.

RBH will provide a shipper number to cover the return of the equipment. Replacement products will be shipped via standard ground package service upon receipt of the returned items, or immediately upon receipt of an "Advanced Replacement" PO. Shipment method can be expedited on customer's request at an extra cost to this customer.

Items that cannot be rotated into sales stock will are not eligible for return and credit. RBH USA reserves the right to determine and state the condition of the returned items and refuse credit on any items at its discretion.