



Warranty Coverage and Information

The goal of this document is to provide information regarding the Warranty and Servicing of Bematech products to give you, the Customer, accurate expectations and information in regard to warranty and service procedures in the event that a Bematech product is defective or needs repair. We strive in providing the most comprehensive information possible, if you have any further questions regarding the contents of this procedure, please e-mail us: support@bematech.com.

Limited Warranty: Bematech manufactures our hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Bematech warrants that the hardware products it manufactures will be free from defects in materials and workmanship. The limited warranty term varies by product and is described in the following text. Please see individual product specifications for warranty duration.

Coverage Within 1st 60 Days: During the coverage of individual Bematech product warranty period (starting on the invoice date), Bematech will repair or replace products covered under this limited warranty that are determined DOA, or Malfunctioning (Due to Normal Wear and Tear) by Bematech Technical Support Department either by phone or by product investigation at Bematech's Service Center. Bematech's warranty guarantees full immediate shipment (by next business day) of replacement product if failing product falls under the guidelines of the limited warranty and is approved by Bematech's Technical Support Department within 60 days of the invoice date.

Coverage After 1st 60 Days: If a Bematech product fails in the field after 60 days and is determined to be malfunctioning by Bematech's Technical Support Department an RMA (Return Material Authorization) Number will be provided to the Reseller/Provider/End-User of the product along with the shipping address for repair/replacement services. Please see RMA Procedures for packaging the items to be serviced. Bematech will cover the shipping cost of the original, repaired, or replacement product back to the Reseller/Provider/End-User, Bematech will not be responsible for charges incurred by the Reseller/Provider/End-User from the shipping of the malfunctioning product to the Bematech Service Center. Upon return of the product Bematech will attempt repair within a 24-48 hour time period (during business days). If repair of original product is not possible within 24-48 hours a new or equivalent to new replacement product will be shipped out from Bematech Service Center. Bematech will use the same shipping method that was used to return the malfunctioning product to Bematech (1-day=1-day, ground=ground).

Bematech Technical Support and Service Center
David Johnson – Manager
(800)918-2672 Ext: 101