



cabUSA Warranty & Service

Warranty

All cab products and parts sold in the US carry a warranty backed by cabUSA. Product and parts will be returned to and guaranteed by cabUSA in Tyngsboro, MA. Below is a chart indicating the cab warranty by product.

Printers	Warranty Period
SQUIX, A+ Series, Mach4, X Series, Hermes+, PX & EOS	2 Year on parts excluding wear parts (printheads, drive rollers, belts, etc.)
Mach 1/2	1 Year on parts excluding wear parts
A1000	1 Year on parts
SQUIX, A+ Series, Mach4, X Series, Hermes+, PX & EOS Printheads	2 Year or 2 million linear inches (TT)* 1 Year or 1 million linear inches (DT)*
All Accessories	1 Year on parts
HS/VS Label Dispensers	1 Year on parts excluding wear parts

(*) Printhead must be void of physical defects and properly maintained.

cabUSA shall be responsible for only the repair and replacement of parts under this warranty period. cabUSA does not assume responsibility for delays in replacement or repair of product or parts. Products and parts repaired or replaced by cabUSA shall be warranted for only the remainder of the original warranty period.

What May Void Warranty- The limited warranty shall be null and void in the following circumstances:

- 1) Modification or repair of any covered product or part by the end user or any other non-authorized service provider
- 2) Improper use or installation, failure to conduct regular maintenance or cleaning, or damage by accident or neglect, of any covered product or part by the end-user or any third party.
- 3) Failure by the end-user or any third party to exercise caution to protect any covered product or part from electrostatic discharge damage, adverse temperature and humidity conditions, or physical abuse.

Warranty Procedure

1. Complete the Warranty RMA Form and return to cabUSA, an RMA number will then be assigned and attached to returned form which needs to accompany the returned product when shipped. Please prominently display this number on the outside of the shipping container. Product and parts are **only** to be returned with a Return Material Authorization (RMA) Number issued by cabUSA. Product not containing this number will be refused and returned to the sender.
2. Ship the product or parts being returned to cabUSA, freight prepaid, together with a written description of the claimed defect. Return to:
cab Technology, Inc.
Attn: RMA #
87 Progress Ave. Unit 1
Tyngsboro, MA 01879
3. Pack the product or parts being returned in the original packing carton or equivalent.
4. Upon receipt product or parts will be examined and a diagnostic performed to determine any problems. All parts covered under warranty will be replaced free of charge. If determined not to

be covered under warranty an estimate of the repair costs will be provided in writing within 48 hours of receipt of the printer. Non-warranty work will **not** be performed without a Purchase Order or Credit Card number to bill the work. Non-warranty work will be performed at the service rate detailed below in the Service section of the document.

5. A product or part covered under warranty will be returned free of charge via ground. Any expedited shipping services will not be covered.

Special Printhead Instructions

Please complete the Warranty RMA Form and return to cabUSA, an RMA number will then be assigned and attached to returned form which needs to accompany the returned product when shipped. Please prominently display this number on the outside of the shipping container. Printheads are **only** to be returned with a Return Material Authorization (RMA) Number issued by cabUSA. Product not containing this number will be refused and returned to the sender, freight collect.

Printheads will be examined with 48 hours of receipt and determined if covered under warranty.

Service

cabUSA will provide depot level service work on non-warranty products and accessories. This repair work is performed on a first-come first-serve basis. A Service Log will be provided after a diagnostic is performed, this log will be provided within 5 business days of receipt of the product and work completed within 10 business days.

Rate: \$125.00/hour (minimum 1 hour, billed in 30 minute increments afterward)

Service Procedure

1. Complete the Service RMA Form and return to cabUSA, an RMA number will then be assigned and attached to returned form which needs to accompany the returned product when shipped. Please prominently display this number on the outside of the shipping container. Product and parts are **only** to be returned with a Return Material Authorization (RMA) Number issued by cabUSA. Product not containing this number will be refused and returned to the sender, freight collect.
2. Ship the product or parts being returned to cabUSA, freight prepaid, together with a written description of the claimed defect. Return to:
cab Technology, Inc.
Attn: RMA #
87 Progress Ave. Unit 1
Tyngsboro, MA 01879
3. Pack the product or parts being returned in the original packing carton or equivalent. Damage in transit is the end user's responsibility. Damage in transit is the end user's responsibility and may be cause to void the warranty claim. Equipment returned in poor packaging material or in unsalvageable condition will need to be returned in new packaging purchased by the customer.
4. Upon receipt product or parts will be examined and a diagnostic performed to determine problem. A Service Log with an estimate of the repair costs will be provided in writing within 5 business days of receipt of the printer and work completed within 10 business days.. Non-warranty work will **not** be performed without a Purchase Order or Credit Card number to bill the work.
5. All printers must be returned either freight collect or have an account number provided to bill the freight.