

# TagMaster

*North America, Inc.*

## **Reader Repair Procedure and Costs**

TagMaster warrants that its products will conform to the applicable specifications and will be free from defects in material and workmanship for a period of 12 months after the original delivery date from TagMaster. This warranty does not apply to products that have been modified, misused, exposed to incorrect voltage polarity, exposed to excessive voltages (including lightning) or have not been installed in accordance with TagMaster's guidelines as described in product literature. TagMaster's sole obligation under this warranty shall be to repair the returned item or replace any defective product or part thereof, at no charge.

TagMaster RFID readers are repaired in Sweden. A faulty reader, which needs to be repaired, must be returned to TagMaster as a complete assembly, including the original enclosure and chassis. A copy of the "Return Form" document must be completed and returned together with the reader to be repaired. The return address is:

**Attention: Repair Department  
TagMaster North America, Inc.  
15 Oregon Ave., Ste 305  
Tacoma, WA 98409, USA**

When the reader arrives at TagMaster, it is allocated a repair number and the reader is checked to determine if it is covered under its warranty or not. If the reader is covered under its warranty, we proceed with the repair and test of the reader and then dispatch it back to you, free of charge. If the reader is not under warranty, we first perform a repair inspection (cost \$200) and advise you of the total cost of the repair. When we have received your agreement for the total repair charges, we repair and test the reader and then dispatch it back to you. We also charge for the shipping costs for non-warranty repairs. The cost per reader, of non-warranty repairs is as follows:

1. Minimum repair cost \$800 plus the cost of any parts and materials used. Note: The minimum repair cost includes the \$200 inspection cost. If you do not authorize the repair; you will still be invoiced for this repair inspection cost.
2. Shipping cost, for returning the reader(s) to your requested delivery address. On average, we are able to dispatch repaired readers within two weeks from the date we received them.

Repair warranty: TagMaster repairs are warranted against defective material or Workmanship for ninety (90) days from the date of dispatch from TagMaster AB. This warranty is void if the reader is modified, improperly installed or used, damaged by accident or neglect, or in the event any parts are improperly installed or replaced by the user.

**Note:** Before you return a reader for repair, it is your responsibility to backup all data that may be stored inside the reader. You will be responsible for reinstalling all data. Data recovery is not included in the warranty service and TagMaster is not responsible for data that may be lost or damaged during transit or repair.