

INCLUDING THE FOLLOWING PRODUCTS

Entrust™ EM1, and EM2 Direct to Card Printers

INSPECTION OF PRODUCT UPON RECEIPT

The following warranty applies to your Entrust Card Printer (“Printer”).

You must examine all components of your Printer immediately upon receipt. If any component is missing, damaged or visibly defective, you must notify Entrust or the Entrust authorized service provider who sold you the product within 30 days from the date of delivery of the product. If you fail to give notice as required, you will be deemed to have accepted the product and waived any claim you may have against Entrust and/or the Entrust authorized service provider for damage or defects discoverable at delivery.

PRODUCT WARRANTY

Entrust warrants that a new Printer will be free from defects in materials or workmanship for 24 months from the later of (i) the date of shipment from Entrust, or (ii) with proof of purchase, the date of purchase by the End-User Customer. The warranty for a factory-refurbished Printer is 90 days.

If the Printer proves to be defective in materials or workmanship during the warranty period, Entrust will at its option either repair or replace the Printer or refund its purchase price. Any new Printer that is repaired or replaced under the warranty will be warranted for the longer of the remainder of the original warranty period or 90 days. A factory-refurbished Printer that is repaired or replaced under the warranty will be warranted for the remainder of the original warranty period.

PRINthead WARRANTY

Entrust warrants that the thermal printhead delivered with your Printer (“Printhead”) will be free from defects in materials or workmanship for 24 months from the later of (i) the date of shipment for Entrust, or (ii) with proof of purchase, from the date of purchase of the Printer by the End-User Customer.

If the Printhead proves to be defective in materials or workmanship during the warranty period, Entrust will at its option either repair or replace the Printhead or refund its purchase price, pro-rated to reflect the period of its effective use. A Printhead that is repaired or replaced under the warranty will be warranted for the longer of the remainder of the original warranty period or 90 days. All Printheads replaced under warranty will become the property of Entrust once they have been replaced.

EXCEPTIONS

Printer or Printhead replacements, repairs, adjustments or parts replacements that are the result of accident, force majeure, abuse, misuse, use in an unsuitable operating environment, unauthorized modification or maintenance, or the use of peripherals, supplies or software that are not supplied by Entrust are not covered by the warranty and will be charged using Entrust’s then-current rates. All parts replaced under warranty will become the property of Entrust.

WARRANTY RETURN PROCEDURE

In order to make a warranty claim, you must first contact either Entrust (see below) or the Entrust authorized service provider noted on the packing slip. You will be responsible for packaging the warranted item and for the cost of freight and insurance to ship it to the designated Entrust or authorized service provider location. Entrust or the authorized service provider will bear the cost of freight and insurance to return the item to you.

US Phone Number:	1-800-328-3996
North America	Email: north.america.cust.serv@entrust.com
Latin America and Caribbean	Email: americas@entrust.com
Europe, Middle East and Africa	Email: emea.customer.service@entrust.com
Asia Pacific	Email: dcap.admin@entrust.com

LIMITATION OF LIABILITY

THE FOREGOING WARRANTIES ARE IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND OR NON-INFRINGEMENT.

YOUR SOLE REMEDY FOR BREACH OF THIS LIMITED WARRANTY IS AS EXPRESSLY SET FORTH ABOVE. NEITHER ENTRUST NOR THE RESELLER OF THE PRODUCT IS LIABLE TO YOU FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT OR OTHER SIMILAR DAMAGES OR CLAIMS, INCLUDING LOSS OF PROFITS, LOSS OF USE, OR ANY OTHER COMMERCIAL DAMAGE EVEN IF ENTRUST HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND IN NO EVENT WILL ENTRUST’S OR ITS RESELLER’S AGGREGATE LIABILITY FOR ANY DAMAGES TO YOU OR ANY THIRD PARTY EXCEED THE PRICE PAID FOR THE PRODUCT REGARDLESS OF THE NATURE OR FORM OF THE CLAIM.