



Limited Warranty and Return Policy For Replacement Parts and Consumables

XANTÉ CORPORATION, INC. (XANTÉ) warrants Replacement Parts and Consumables to be free from manufacturing defect for a period of 90 days from the date of purchase. XANTÉ Replacement Parts and Consumables may be returned for a refund within 90 days of purchase, subject to a 15% restocking fee. The customer must obtain an RGA number and return the item in new condition and in the original packaging. The customer is responsible for shipping and insurance costs associated with returning Consumables and Replacement Parts for a refund. No refunds will be issued for items returned that do not meet return conditions and customer must pay shipping and insurance costs to retrieve these items. **If a Replacement Part is purchased for a XANTÉ printer still under warranty, the new part will be covered for the duration of the printer's existing warranty, or 90 days, whichever is longer.**

To Make a Warranty Claim

Contact XANTÉ Technical Support (see contact information below) within the warranty timeframe specified above. To validate your claim request, you will be asked to provide some or all of the following:

- Proof of Purchase
- Printer Serial Number
- Item Lot Number
- Problem Description
- Press Output
- Sample Printer Output

Warranty Details

If XANTÉ's Technical Support determines the claim is valid and requires a Replacement Part and/or Consumable it will be shipped the same day, if possible, at XANTÉ's expense. XANTÉ will ship Replacement Parts and/or Consumables for next business day PM delivery (Monday through Friday) if customer is within the contiguous USA. Other services and/or expediting the standard freight are available for additional charges.

XANTÉ's Limited Warranty does not apply to failures caused by: (a) Unauthorized alterations, changes, modifications or service; (b) Physical damage due to water, electrical, fire, or shipping damage; (c) Negligence; (d) Misuse; (e) Abuse; (f) Improper storage; (g) Improper site preparation; (h) Improper or inadequate maintenance; (i) Operating outside of the environmental specifications; (j) Use of non-supported media or consumables; (k) Use of customer supplied software, interfaces or peripherals; (l) Acts of war; (m) Acts of God; (n) Normal wear and tear; (o) Duty cycle abuse (p) Defacing, altering, or damaged beyond repair; (q) failure to follow instructions from XANTÉ, whether written, oral or outlined in XANTÉ's User's Guide, or any defect not specifically covered by this Limited Warranty.

XANTÉ may not be held liable for lost wages, or lost income resulting from any event such as defect or parts delay. XANTÉ shall not be responsible or liable for any special, incidental or consequential damages or loss arising from the use of this product, including but not limited to lost profits, downtime, goodwill, damage to or replacement of equipment and property, and any cost of recovering, reprogramming or reproducing any program or data stored in or used by XANTÉ Corporation products.

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY OFFERED ON THIS PRODUCT AND XANTÉ OFFERS NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY SIMILAR STANDARD IMPOSED BY APPLICABLE LEGISLATION. XANTÉ'S RESPONSIBILITY TO REPAIR, REPLACE OR OFFER A REFUND IS THE SOLE AND EXCLUSIVE REMEDY PROVIDED UNDER THIS LIMITED WARRANTY.

For additional information on obtaining service under this *Limited Warranty* or for information on other service options contact the place of purchase or contact XANTÉ directly at 1-800-926-8393 or 251-473-4920, via our website at http://www.xante.com/webform/techsupport_from.aspx, or XANTÉ CORPORATION, Inc., 2704 Dauphin Street, Mobile, AL 36606.