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## 1.0 Introduction

- 1.1 This document outlines the *Unique Micro Design Pty Ltd* (UMD) servicing, repair and maintenance policy for UMD supplied and supported equipment, encompassing warranty, extended warranty, maintenance agreements and non-warranty periods.
- 1.2 It also details UMD business partner model for UMD Service Providers.

## 2.0 Definitions

- 2.1 **Consumables:** These are items supplied with the equipment than can be replaced during the life of the equipment. They do not have a serial number.
- 2.2 **Customer:** The end user of the product.
- 2.3 **Dealer:** On-seller of UMD equipment to the Customer.
- 2.4 **Equipment:** Products that are sold and supported by UMD.
- 2.5 **Service Providers (SP):** are registered 3<sup>rd</sup> UMD Service Providers or registered *Dealers* that provide after sales hardware support, maintenance and or repair of equipment. Services typically will include; installation, exchange units or loans, maintenance and return to base repair.
- 2.6 **SMD:** Service and Maintenance Division
- 2.7 **UMD:** Unique Micro Design Pty Ltd.

## 3.0 Warranty Conditions

- 3.1 All Equipment supplied by UMD is covered under a UMD or manufacturer's warranty for the period specified by the manufacturer or as listed on the UMD web site.
- 3.2 In the event of warranty claims, UMD will repair or replace defective parts and workmanship subject to the conditions below.
- 3.3 Warranty Repairs: All warranty repairs are performed at UMD in a workshop basis.
- 3.4 Proof of Warranty: It is the Customer's responsibility to provide proof of warranty, ie place and date of purchase, otherwise delays in repair may be encountered
- 3.5 Delivery: It is the Customer or Dealers responsibility to deliver equipment supplied for repair. UMD will not accept any associated freight or insurance cost, risk or liability for storage, handling and transport of Customers' Equipment outside of UMD premises.
- 3.6 Returns: UMD will bear the responsibility of returning the Equipment to the Customer or Dealer using a UMD nominated courier.
- 3.7 No fault found: In the event that no fault is found with the Equipment, or that "faults" are attributed to incorrectly installed equipment (eg. incorrect switch settings) then a minimum service fee and freight cost may be charged.
- 3.8 Disclaimers: The following items are not covered by warranty:
  - Where misuse, mishandling, neglect, adjustments have caused a defect, damage caused by accident, non-adherence to operating and maintenance instructions and improper voltage.
  - Failure resulting from use of the Equipment under arduous or unreasonable climatic or operating conditions.
  - Unauthorised personnel have serviced the Equipment.
  - Failure resulting from installation errors or incorrect installation procedure.
  - Where failure is caused by consumables not complying with manufacturer's recommendation or acceptable industry standards.

- Equipment that has had identification marks and numbers altered or removed.
- Paper jams in printers.
- Normal maintenance and service adjustments as part of equipment operating instructions.
- Consumables or software. This includes, but not limited to, the following items: belts, cables, cathode ray tubes, cutter blades, diskettes, lamps, laser tubes, lenses, magnetic heads, print ribbons, print heads, protective stationary and windows.
- Equipment that has been received with inadequate or unsuitable packaging.
- All spare parts and exchange spare parts, once installed are not covered by warranty, however all claims are handled on a case by case basis.

3.9 Equipment that is not found to be within warranty will be treated as a "non-warranty repair".

3.10 Assignment: Assignment of warranty is automatically granted to the Customer on purchase of Equipment from either UMD or a Dealer. The commencement of the warranty period is subject to UMD's suppliers' conditions.

3.11 Liability: UMD shall not be under any liability to the Customer for any delay in supply, loss or damage of the Equipment. Consequential liability is limited to the cost or replacement of the Equipment only.

### **3.12 "Dead on Arrival" DOA**

3.13 DOA are products that have been found to be faulty on first inspection or operation. This may occur at any stage within the supply chain. Products that have been in use, even for short period of time are not deemed as DOA. Normal warranty procedures should then be followed.

3.14 DOA returns are organised by Sales (not service). UMD sales staff, at their discretion, may authorise a replacement rather than have it returned for warranty repair. If so they will issue a Return Authorisation Number.

3.15 DOA returns should be returned in the original packaging with all the relevant options as supplied. A Return Authorisation Number must be clearly displayed on the packaging.

## **4.0 Extended Warranty/Maintenance Agreements**

4.1 Extended warranties are available for time periods and fees as specified in a maintenance agreement certificate.

4.2 Standard Warranty: UMD general terms and conditions shall apply except for Fair Wear and Tear of parts that have worn out during this period that were expected to last the manufacturers specifications are inclusive. This includes parts and labour, however this excludes consumable items as detailed above.

4.3 Application:

- Extended Warranties can only be applied to UMD supplied or supported Equipment and normally at the time of purchase from UMD.
- A certificate will be issued listing the equipment schedule covered by the extended warranty by the SMD.
- The certificate number must be supplied on request for a warranty repair and clearly marked on the delivery paper work and/or packaging.

4.4 Renewal: Extended Warranties can be renewed up to a period of 3 years from date of purchase, unless otherwise advised in writing. Extended warranty periods must be contiguous.

- 4.5 Chargeable Service: UMD and SP shall be entitled to charge their normal service fee for service on Equipment which is found not to comply with the terms and condition of this agreement.

## **5.0 Exchange/Swap units**

- 5.1 Exchange or loaner units are the supply of exchange equipment while under warranty or a maintenance agreement to minimise down time. Equipment is simply exchanged from allocated UMD stock pool reserved for this purpose.
- 5.2 Time: The turn around time for the exchange process will be less than 2 working days from arrival at the service facility, subject to 5.6.
- 5.3 Transfer of Title: The title of the equipment supplied under exchange will transfer to the original title owner of the equipment. Likewise the title of the equipment claimed under warranty will be transfer to UMD. UMD has no obligation to re-exchange equipment once exchanged.
- 5.4 Continuance: the same terms and conditions of the original equipment will cover the exchanged equipment supplied.
- 5.5 Stock: UMD will hold spare equipment as agreed at the time of Warranty Exchange purchase. Exchange stock remains the property of UMD and must be returned at the end of the agreed time frame. Failure to do so will incur chargeable costs to the first purchaser (dealer/customer). Reserved exchange stock must not be used until authorisation is required from UMD.
- 5.6 Liability: UMD is not liable for any delay in supply, loss or damage, including consequential loss, while equipment is being repaired.

## **6.0 Non-Warranty Repair**

- 6.1 Equipment may be returned to UMD for Non-Warranty Repairs subject to the following terms and conditions.
- 6.2 Delivery: It is the Customer's or Dealer's responsibility to deliver and pick up Equipment supplied for Non-Warranty Repair. UMD will not accept any associated freight or insurance cost, risk or liability for the storage, handling and transport of Customers Equipment outside of UMD premises, unless special arrangements have been made.
- 6.3 Warranty: Only workmanship and material supplied in servicing the Equipment are covered for a period of 90 days. Warranty for consumables are not covered but are subject to the discretion of the SMD.
- 6.4 Liability: UMD is not liable for any delay in supply, loss or damage including consequential loss, to equipment repaired.

## **7.0 Service & Maintenance Division**

- 7.1 UMD Service & Maintenance Division (SMD) administrates and supports all UMD internal and external Service Providers.
- 7.2 UMD policy on servicing and maintenance enables Customer's and third party service and maintenance companies (service providers) the ability to service and or maintain UMD equipment themselves. It is UMD's policy, to make available where possible, spare parts, service manuals, technical support and training to facilitate this.

7.3 The key functions of the SMD are to provide:

- service and maintenance for all UMD customers
- manage extended warranties
- technical support
- maintain technical documentation and service manuals
- spare parts
- service training

7.4 Spare Parts: Supply of spare parts is an important function of the SMD. The SMD generates a rebuild/exchange program that enhances customer support. The advantages are, quicker repair turn around, quality standard of repair and are cost effective. Exchange parts can only be sent prior to receiving the faulty unit. Exchange parts that are returned must be in a repairable condition. Physical damage to the PCB, damage to PCB tracks or pads and incomplete components or parts will not be accepted. All spare parts and exchange spare parts, once used are not covered by warranty. However each claim is handled individually at the discretion of the SMD Manager.

## 8.0 UMD Service Providers

8.1 Service Providers are organisations registered by UMD that wish to support, repair or maintain UMD supplied equipment. This can be done in a combination of one or more of the following functions:

- (a) Product Support** – by providing product operational support and assisting in identifying hardware and software problems.
- (b) On-site Service or Maintenance** – by providing loan or replacement equipment, on-site maintenance, repair and site installation.
- (c) Service Centre** – provide physical repair of equipment. (or optional Authorised Service Centre ASC)

8.2 SPs are registered with UMD comply with certain criteria and standards as set out by UMD including appropriately trained staff and technicians. These will be certificated, indicating compliance with UMD requirements.

8.3 UMD will require SP staff to under go nominated product training by UMD, for which Certificates will be issued.

8.4 SP will be entitled to utilise UMD SP business partner logo and branding. Plaques will be providing detailing their status with UMD and can be reproduced in various marketing support materials.

8.5 SP may also apply to become an Authorised Service Centre (ASC). ASC can provide warranty work on UMD's behalf.

8.6 SP are required to:

- Have suitably trained staff (i.e. certificated by UMD)
- Set aside a nominated service area
- Hold a nominated amount of spare parts
- Warranty their own work
- Display UMD SP certification

## 9.0 Force Majeure

- 9.1 All parties shall not be deemed to be in default of any provisions here of by reason of any delay in performance resulting directly or indirectly from any cause beyond the reasonable control of such party.