

## Warranty Conditions

### Warranty

The standard limited warranty for all Boca printers is 12 months. The warranty on print heads is limited to 90 days.

### Conditions

- Warranty period represents time from initial invoice date
- Warranty based on equipment being sent to TLS - Boca Systems (TLS) at customer's expenses (carry in); customer is responsible for proper packaging (preferably original) and shipping expenses including return shipment (if printer is not purchased through TLS)
- All warranty claims will be based on normal use of the equipment
- Damage to printers or parts caused by negligence or misuse is excluded from warranty.
- Damage to print heads caused by defective ticket stock is excluded from warranty.
- Warranty claims are not valid if any attempts were made to repair or adjust the equipment by unauthorized personnel
- Normally, warranty repairs will be accomplished within a maximum of 2 working days

### Claim procedure

- The customer contacts TLS - Boca Systems and informs his/her Account Manager of the malfunction
- The Account Manager will then inform the customer about the best and most appropriate way to proceed
- If the printer needs to be shipped to TLS, the customer will be asked to include an accurate fault description and some original ticket stock
- Printer must be properly packed. If possible, the printer must be packed in its original box.
- As soon as the printer arrives, it will undergo a detailed inspection. If the printer is still under valid warranty it will be repaired and sent back to the customer
- If the repair cannot be carried out under warranty, our flat repair rates will be applicable. Customers who wish to receive a repair quotation that may be approved before the actual repair will be carried out, should indicate so to their account manager. Additional charges for diagnosis are applicable.

### Extended Warranty

Customers purchasing their ticket stock through TLS may benefit from our free print head replacement policy. When using our ticket stock, customers also enjoy discounts on our prices for service contracts and original Boca spare parts. We offer contracts for warranty extensions. TLS - Boca Systems will commit to always respect any warranty claim. However, regarding extended warranties it must be noted that all obsolete parts and replacements of print heads, cutters and logic boards are excluded. Please ask your account manager for all details.

### Warranty on repairs & original Boca spare parts

The standard limited warranty on repairs and spare parts is 90 days.

### Conditions

- Warranty period represents time from initial invoice date
- Warranty based on equipment being sent to TLS at customer's expenses (carry in)
- All warranty claims are based on normal use of the equipment & spare parts
- Warranty claims are not accepted if any attempts were made to repair or adjust the equipment and/or spare parts by unauthorized personnel
- Other defects or malfunctions occurring after a repair will be considered as a new repair assignment

The claim procedure for 'warranty on repairs and original Boca spare parts' is similar to a normal warranty claim.

### Transportation

- If a repair was carried out under warranty but the printer was not purchased through TLS, the customer will be charged for all shipping expenses
- Customer will be charged for replacement packaging if printers are not delivered in a proper (preferably original) box
- Shipments of printers with non-prepaid freight or incomplete documentation will not be accepted.
- Non-EU countries may be subject to export and import regulations. Costs deriving from incorrect completion of documents as well as local taxes and duties will be billed to the customer.