

CUSTOMER SUPPORT PACKAGES

QL-240 Label Printer

QuickLabel's factory-trained technical support specialists are always available to assist you with:

- Quick Set-Up (for initial installation and training)
- Unlimited Ongoing Technical Support Assistance 24/7/365
- Emergency On-Site Repair Visit
- QuickSwap Loaner Service
- Extended Warranty
- Factory Repair & Warranty Replacement Service



QuickLabel Offers the Following Optional Customer Support Packages

Quick Set-Up Package

\$495.00

For the initial installation after purchasing a QuickLabel printer, a QuickLabel Specialist will come to your location to unpack, setup and install the printer and software. This visit includes training for your staff to start printing labels immediately and training on how to clean and maintain your printer. *Available in the Continental USA only.*

Full Customer Support Package

\$1,695.00

In addition to the standard One-Year Limited Warranty, a Full Customer Support Package provides:

- **Unlimited Technical Support Assistance:** via email, web and toll-free telephone 24/7/365.
- **One Emergency On-Site Repair Visit:** By our factory trained technician within the continental US.¹
- **QuickSwap Loaner Service:** If we are unable to fix a problem with your printer over the phone or through parts exchange QuickLabel will ship you a loaner while we repair your unit at our factory.
- **Repair & Replacement Service:** This service covers the cost of replacing or repairing faulty parts, excluding normal wear items.²
- **Option to Extend Your Warranty:** Extend the warranty for an additional year – coverage includes labor and replacement parts should your printer require repair.

¹Additional on-site service visits are available for a fee and subject to travel expenses.

²This support package does not cover "wear" items such as the print heads, ink cartridges, belt, wiper roller, or maintenance cartridge. Discounted pricing on print heads and ink cartridges is available through our BPO Program.

Terms and Conditions for the Service of QuickLabel® Equipment

General Provisions: Upon the execution of this agreement by the customer and by QuickLabel, QuickLabel agrees to provide service for the Equipment specified on the face page and Customer agrees to pay the listed rate thereof. No additions or modifications of this Agreement shall be valid unless in writing and duly signed by both parties. In the event of any conflict among terms and conditions, those set forth in this Agreement shall prevail.

Consultation: QuickLabel (henceforth, "QL") agrees, for the term of this Agreement, to provide telephone consultation service related to the Equipment via a toll free number which will be staffed during basic service hours (Eastern Time) in West Warwick, RI, "Basic" service hours are 8:00 AM to 5:00 PM Monday through Friday, excluding holidays.

Service: QL agrees, for the terms of this Agreement, to provide remedial maintenance (herein defined to mean that repair service performed by QL which occurs after the Equipment becomes inoperable and is necessary to return the Equipment to good operating condition) during the service hours listed in the previous paragraph. QL will, at no additional charge, provide service and replacement parts (on an exchange basis) required for the Equipment as a result of normal use. If, in QL's opinion, needed repairs can be made in the field, such service will be performed at the customer's location when requested, subject to a limit of one emergency visit per year (excludes monochrome printers). If field repair service is not requested or required, Customer should, after providing phone notification to QL of needed repair, ship the equipment, freight prepaid, to QuickLabel's factory with a written description of failure symptoms and cause after receipt of Return Material Authorization. QL will pay return shipping costs at surface rates. Service requested by Customer to be performed at times other than the basic service hours shall be charged to Customer at QL overtime rate on the date such service is performed.

Term: The initial term of the Agreement shall be for a period of one year from the date service is to commence, as specified on the face page. In the event of default by one party, the other party may, in addition to any and all other remedies available in law and equity, terminate this Agreement. All remedies shall be cumulative.

Relocation of Equipment: If Customer elects to relocate the Equipment from the Installation Site during the term of this Agreement, Customer must notify QL thirty (30) days prior to said relocation.

Excluded Services: The maintenance service to be provided by QL under this Agreement shall not include the following:

- A. Electrical work external to the Equipment.
- B. Maintenance of accessories, attachments, machines, features, or devices other than the Equipment
- C. Furnishing supplies or accessories, or painting or refinishing the Equipment

- D. Repair or damage resulting from (i) accident, transportation, neglect or misuse; (ii) causes external to the Equipment such as, but not limited to, failure or fluctuation of electrical power, air conditioning or humidity control; (iii) use of defective label or tag materials supplied by a third party; (iv) any cause other than ordinary use
- E. Service which QL deems to be technically impractical for its representative to render because of alterations made to the Equipment without the express written consent of QL
- F. Making specification changes or performing service in connection with relocation of the equipment, or the addition or removal of attachments, features, or other devices
- G. Repair or replacement of the print head, rubber rollers, cutter blades, or other wear parts

Access to Equipment: It shall be the responsibility of Customer to obtain any necessary authorizations and consents so that QL shall have reasonable access to Equipment in order to provide service thereto. If any person other than a QL employee shall perform maintenance service or otherwise repair an item of Equipment, and as a result thereof further maintenance or repair by QL is required to restore such Equipment to proper working order, there shall be an additional charge for additional repair at QL standard hourly rates and terms then in effect. In addition, all Equipment warranties, whether express, implied or statutory, are deemed to have been revoked by QL and waived by Customer until such maintenance or repair has been performed by QL personnel and the Equipment has been certified as ready for performance.

Inspection and Repair: If Equipment covered by this Agreement was not under QL maintenance service responsibility immediately prior to the commencement date of this Agreement, it will be subject to inspection by QL to determine if it is in good operating condition. QL will notify Customer of any repairs or adjustments deemed necessary to bring the Equipment up to such standards. Upon Customer authorization, any such repairs and/or adjustments shall be made by QL prior to commencement of maintenance service. Customer will be billed at the then current QL time and material rates for the needed repairs to return the Equipment to Service Agreement standards. As applicable, Customer will be obligated to pay for freight to ship the Equipment to and from the QL factory or for travel expenses if request is made for the inspection and repair to be made at the Installation Site.

Liability of QL: In no event shall QL be liable for consequential damages, included loss of profits, or for damages exceeding the total value of this Agreement.

Complete Agreement: Customer acknowledges that they have read this Agreement, understand and agrees to be bound by its terms and conditions. Further, Customer agrees that it is the complete and exclusive statement of the agreement between the parties which supersedes all proposals, printed provisions on subordinate Customer documents including purchase order, oral or written agreements, and all other communications between the parties relating to the subject matter of this Agreement.