

AstroNova Product Identification Standard Limited Warranty

AstroNova, Inc. warrants, for a period of one (1) year from the date of original purchase, all QuickLabel® and TrojanLabel® products covered under this limited warranty (a) will perform in accordance with AstroNova's specifications for the product, (b) are free and clear of any security interest, lien, or encumbrance created by AstroNova, and (c) are free from defects in materials and workmanship. AstroNova also warrants that any consumables or wear parts, if enclosed with the product when originally purchased, will perform to the manufacturer's specified usage (which usage may expire before the expiration of the one year limited warranty).

If the customer believes a product does not comply with those warranties, this non-compliance must be reported promptly to AstroNova during the warranty period. If AstroNova determines the product fails to comply with the warranties set forth above, AstroNova, at its option, will repair or replace the product onsite at the customer's facility (or other location acceptable to AstroNova) or at an authorized AstroNova Service facility at no additional charge under our QuickSwap™ Parts Service Program. AstroNova reserves the right to utilize new, refurbished, and/or reconditioned parts for repairs and replacements. The customer is responsible for securely packaging the product or component against damage during transit and all freight and related charges to return the product or component to AstroNova's designated repair facility. At its cost, AstroNova will ship the repaired or replaced product or component back to the customer via standard ground freight service. All replaced parts become the property of AstroNova. If a claimed warranty non-compliance by the customer cannot be identified or reproduced, AstroNova reserves the right to charge for all freight, insurance, repair, and diagnostic costs incurred. Prior to returning any product under this warranty, the customer must obtain from AstroNova a Return Materials Authorization (RMA) number and packaging and shipping instructions.

Product repaired or replaced by AstroNova under warranty will be subject to the original warranty period but not less than ninety (90) days from the date of shipment of repaired or replaced product from AstroNova.

Check with your local AstroNova sales rep or authorized dealer for optional extended warranty options available in your region.

Warranty Limitations

This warranty is not transferrable and is limited to the original end-user as defined in the original sales order with AstroNova or one of its authorized dealers. Upon request, a copy of the original sales order must be provided by the end user to validate original ownership prior to any and all services being performed.

These warranties only apply to AstroNova's products as standalone products, and AstroNova makes no warranties as to its products as combined or integrated into or with any third-party products or any interface or operation of its products as combined or integrated into or with any third-party products.

AstroNova is not responsible for products lost or damaged in transit.

This warranty does not cover:

- 1) Restoration of customer data or settings.
- 2) Damage caused by the addition of third-party parts, components, consumables, or peripheral devices added to the product after its purchase from AstroNova.

- 3) Any color change or fading of print images including graphics and/or text, or reimbursement of materials or services required for reprinting.
- 4) Any product that has been repaired, serviced, modified, or altered other than by AstroNova or an AstroNova authorized service provider.
- 5) Any product that has been damaged by:
 - a. Misuse or abuse (such as damage caused by liquids, excessive dust, harsh environments, or damaging the product due to mishandling)
 - b. Improper storage, packing, shipping, transportation, or installation
 - c. The failure to properly maintain the product as specified in the operator/maintenance guides or technical bulletins/documentation
 - d. Accident or natural and environmental events or disasters (such as flooding, tornados, storms, lightning, earthquakes, fire, and water leaks)
 - e. Improper electrical wiring or power variations that fail to meet specifications as specified in the product's installation guide/documentation
 - f. The use of non-approved RIP software
 - g. Interaction with non-AstroNova products
- 6) Any product that has had its serial number or other identification markings altered or removed.

THE WARRANTIES SPECIFICALLY SET FORTH ABOVE ARE THE ONLY WARRANTIES GIVEN BY ASTRONOVA WITH RESPECT TO THE COVERED PRODUCTS AND ARE GIVEN IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR ARISING BY CUSTOM, TRADE USAGE, OR COURSE OF DEALING, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ASTRONOVA HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. To the extent an implied warranty cannot be excluded, such warranty is limited in duration to the warranty period. This disclaimer and exclusion shall apply even if the express warranty set forth above fails of its essential purpose.

To the maximum extent permitted by applicable law, the customer's sole and exclusive remedy and AstroNova's sole and exclusive liability under this warranty will be to repair or replace the defective product in accordance with the procedures described herein or, at AstroNova's sole discretion, to refund the purchase price paid therefor.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ASTRONOVA WILL NOT BE LIABLE FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, OR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY KIND, SUCH AS, BUT NOT LIMITED TO, COMPENSATION OR DAMAGES FOR LOSS OF PROFITS, DOWNTIME, COSTS OF SUBSTITUTE EQUIPMENT, LOSS OF ACTUAL OR ANTICIPATED SALES, REGARDLESS OF THE FORM OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT PRODUCT LIABILITY, OR OTHERWISE, EVEN IF ASTRONOVA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS LIMITATION SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED OR EXCLUSIVE REMEDY.

Some jurisdictions do not allow limits on warranties or remedies for breach in certain transactions at all or to the full extent set forth herein. Consequently, in such jurisdictions, the limits in this document may not apply to the full extent set forth.