

## Limited Warranty Terms and conditions for HUB customers only

### GENERAL TERMS

This Limited Warranty applies only to Firich Enterprises Co., Ltd. ("FEC") branded hardware products ("FEC Hardware Products") sold with this Limited Warranty by FEC ITALIA. The term "FEC Hardware Product" is limited to the hardware components and DOES NOT include any software applications or programs, or non-FEC branded products. This limited warranty extends only to a FEC authorized distributor or the original purchaser who purchases the FEC Hardware Products directly from FEC ITALIA and is not transferable to anyone who subsequently purchases, leases, or otherwise obtains the FEC Hardware Products.

FEC guarantees that the FEC Hardware Products purchased from FEC ITALIA with this Limited Warranty are free from defects in materials or workmanship under normal use during the Limited Warranty Period specified in this Limited Warranty Statement. If any FEC Hardware Product proves to be defective in material or workmanship during the Limited Warranty Period, FEC ITALIA will, at its sole option, repair the FEC Hardware Product or replace the FEC Hardware Product with a comparable product. All component parts or hardware products removed under this Limited Warranty become the property of FEC ITALIA. Replacement parts and products will be new or serviceably used, comparable in function and performance to the original part or product and warranted for the remainder of the original Limited Warranty Period or, if longer, 60 days after they are shipped.

Subject to the written notice to the purchaser prior to the purchase, the terms and conditions of this Limited Warranty may vary by country or region, and certain restrictions and exclusions may apply to certain model types.

## WARRANTY ITEM AND PERIOD

1. Terminals: FEC terminals, indicated in Appendix A, are warranted for one (1) to three (3) years from the date of shipment from FEC ITALIA for key components (LCD, Touch, M/B, RAM, PSU), excluding consumable items and integrated printer or consigned items.
2. Monitor: FEC monitors and 2nd display, listed in Appendix B, are warranted for one (1) to three (3) years from the date of shipment from FEC ITALIA excluding the consigned items.
3. Peripherals/ADD on devices:
  - a. Customer display and MSR are warranted for one (1) year from the date of shipment from FEC ITALIA excluding misused, abused, and consigned items or cables.
  - b. Scanner, Keyboard, Finger Print, battery, and I-button are warranted for 12 months from the date of shipment from FEC ITALIA excluding consumable items or consigned items.
  - c. The cash drawer and TP-100 printer are warranted for 12 months excluding misused, abused or consumable items (such as cutter roller).
4. Spare Parts for non-EOL models are warranted for 12 months excluding refurbished repair items.
5. Spare parts for EOL models over 2 years are warranted for 3 months.

## EXCLUSION

1. Any product, on which the serial number has been defaced, modified or removed.
2. This limited warranty does not cover and not responsible for the damage deterioration or malfunction resulting from:
  - a. Delivery or installation, or labor charges for installation, or labor charges for installation or setup of the product, adjustment of customer controls on the product, and installation or repair of antenna systems outside of the product.
  - b. Damages caused by misuse, abuse, accidents, other acts of nature, fire, theft, disappearance, misplacement, fluctuations and fluctuations and power surges, connections to improper voltage or incorrect electrical line voltage, viruses, malware, reckless, willful, or internal conduct.
  - c. Any damage to the product due to shipment.
  - d. Damages caused by usage that is not in accordance with product instructions or user manual, failure to follow the product instructions or user manual or failure to perform cleaning or preventive maintenance.

- e. Damages caused by the combination of FEC branded products with other non-FEC branded products, accessories, parts or components or use of products, equipment, systems, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by FEC ITALIA which damage this product or result in-service problems.
  - f. Signal issues, reception problems and distortion related to noise, echo, interference or other signal transmission and delivery problems.
  - g. Results of normal usages, such as gradual image degradation, uneven screen aging, burned-in images and pixel failure within designed specifications or that do not materially alter the functionality of the product.
  - h. Repair or attempted repair by anyone not authorized by FEC ITALIA.
  - i. Software or data loss occurring during repair or replacement.
  - j. Removal or installation of the product.
  - k. Damage to or loss of any programs, data or removable storage media.
  - l. Any other cause which does not relate to a product defect.
  - m. Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
3. Damage to, or abuse of, the coating on the surface of the display. Removal, installation, freight, duty and set-up service charges.

### **LIMITATION OF LIABILITIES**

This limited warranty states the entire warranty given by FEC ITALIA to the purchaser. In no event shall FEC ITALIA be liable under this limited warranty for loss of profit, loss of anticipated savings, loss of data, or indirect, incidental, or consequential losses or damages. FEC ITALIA is not liable for any claim made by a third party or made by the purchaser for a third party. The maximum liability of FEC ITALIA under this limited warranty is expressly limited to the lesser of the price the purchaser has paid for the product or the cost of repair or replacement of any hardware components that malfunction in conditions of normal use, excluding any costs of labor, traveling, installation, or other costs that associated with the service of the repair or the replacement. This limitation of liability, however, will not apply to claims for personal injury.

## RMA PROCEDURE

### WARRANTY SERVICE PROCEDURES

1. For all retuning items to FEC ITALIA Customer Service Center (CSC), Return Merchandise Authorization Number (RMA number) is required and must be clearly displayed on the outside of the shipping carton.
2. All returning terminals or components should be packed into the original box or packing with equal protection to avoid possible shipping damaged.
3. To get an RMA number, please visit <http://fecpos.it> , access the reserved area fill in the RMA Request, and submit the request. Once the request is submitted successfully, the RMA system will generate a RMA number on the FEC ITALIA Customer Service Portal.
4. Mark the RMA # on each of the outer cartons while returning the failed products.
5. Upon the failed products out of your warehouse to FEC ITALIA, please inform FECITALIA of the shipping details (tracking number) and the related information on the Customer Service Portal to trace the shipments.
6. FEC ITALIA reserves the right to not handling any unauthorized return items or without the assigned RMA number by FEC ITALIA.
7. All returning items should ship to the following address:  
FEC ITALIA srl, Via Spoleto 4 - 33010 TAVAGNACCO (UD) , ITALY

### DOA

1. A product is deemed DOA (Dead on Arrival) if it shows symptoms of hardware failure within 30 days of shipment arrival.
2. DOA must be registered with FEC ITALIA Customer Service Portal FEC ITALIA will determine whether the DOA stands or not and procedure of returning the DOA product
3. If a product is deemed DOA and is determined to be replaced by FEC Italia, the same product you ordered will be shipped to you at FEC Italia expense. The shipping for returned DOA products is at FEC ITALIA expense.
4. If the returned DOA product is found NPF (No Problem Found), or the malfunction is due to improper use or abuse, or NPF (No Problem Found), FEC Italia will charge the customer the materials (if any), a labor fee of Eur 60,00, shipping cost, the advanced replacement expenses (if any), and returne the DOA as is.

Shipping Charges	DOA Problems		
	Manufacturing Errors	Misuse by Customer	No Problem Found
To FEC Italia	FEC Italia	Customer	Customer
To Customer	FEC Italia	Customer	Customer

## RMA IN WARRANTY

1. Within warranty period, if FEC-branded product shows symptoms of a hardware failure for more than 30 days from the date of shipment, the failed product is deemed RMA. Please request RMA# on FEC ITALIA Customer Service Portal
2. In-warranty service does not include consigned parts from customers or alteration without FEC ITALIA authorization.
3. FEC ITALIA reserves the right to repair or replace failed product at FEC ITALIA discretion. FEC ITALIA is responsible for the shipping repaired product back to the customer if the defect is found by manufacturing errors.
4. If the returned RMA product is NPF (no problem found) or problem due to improper use or abuse, FEC ITALIA will charge whatever the defected materials and labor occurred. The shipping by sending back the repaired product to the customer is at customer's expense.
5. Standard repair requires 20 working days from the date of FEC ITALIA receiving RMA products' returns. If a force majeure event happens and continues, the standard working days will be changed accordingly.
6. Repair Charges:
  - a. Product in-warranty and defects found by manufacturing errors, there are no charges on labor or materials.
  - b. Product in-warranty and defects found by misused or abused, FEC ITALIA will charge labor fee Eur 60,00 and materials cost if any.
  - c. The shipping charge for returning repaired product is at customer's expense.

Shipping Charges	RMA Problems		
	Manufacturing Errors	Misuse by Customer	No Problem Found
To FEC	Customer	Customer	Customer
To Customer	FEC	Customer	Customer

## OUT OF WARRANTY REPAIR

1. All products returned for repair over warranty period or due to misused, abused, unauthorized alteration, or without serial numbers are deemed OOW (out-of-warranty).
2. A failed product over the standard warranty, customers shall bear all costs for repair includes labor fee (Eur 60,00), and materials if any.
3. The shipping charges for shipping the product both to and from FEC ITALIA are at customer's expenses.

Shipping Charges	Out-of-Warranty Problems		
	Manufacturing Errors	Misuse by Customer	No Problem Found
To FEC	Customer	Customer	Customer
To Customer	Customer	Customer	Customer

4. If the returned items are NPF (no problem found), FEC ITALIA will charge an inspection fee (Eur 60,00), and shipping costs will be at customers' expenses.
5. Before repairing, FEC ITALIA will quote and provide PI (Proforma invoice) to customers for approval. FEC ITALIA will perform the repair upon the receipt of signed PI returned from customers.
6. FEC ITALIA warrants the product to be free of defect for the replaced parts and labor ONLY and for the same components for 2 months. Consign parts not included.
7. The out-of-warranty repair requires 25 working days from the date of FEC ITALIA received customers' signed confirmed PI. If a force majeure event happens and continues, the standard working days will be changed accordingly.

## Appendix A

Model	Warranty	Remarks
AP-3665/3675	36 months	
AT-1450/Cradle/Station	13 months	
BP-363/864	36 months	
BP-566/567	36 months	
Kiosk Main System	36 months	<b>The system means motherboard, LCD panel, touch panel, excludes kiosk cabinet and peripherals.</b>
PP-1120W/1125	36 months	
PP-9735/9735W/9732W	36 months	
PP-9742W	36 months	
PP-8632 PP-8642	36 months except for panel 24 months	
PP-8643	36 months	
PP-9635/9645/9667	36 months	
PP-1635	24 months	
ST-1130W	36 months	
XP-3685/XP-3685W	36 months	
XP-3765W/XP-4765W	36 months	
XP-3687	36 months	
XP-3682W	36 months	
XP-3125W	36 months	

## Appendix B

Model	Warranty	Remarks
AM-1008W	36 months	FEC made
AM-1012	36 months	
AM-1015/1017	36 months	
AM-3015	24 months	
AM-1022C3	24 months	
AM-1008/1010	24 months	
XM-1008W/1010W	24 months	
XM-1015/1015W	36 months	
Cash drawer	24 months	
MSR	36 months	
I-button	12 months	
RFID	36 months	
Finger Print	12 months	
SC-1011 scanner	12 months	
Keyboard	12 months	
Battery	12 months	
Customer display	36 months	
TP-100 printer	24 months	
Spare parts (NON-EOL)	12 months	Excludes refurbished components