

## Warranty Program and RMA-form

At Labelmate, we do not settle for "good enough". We strive to make the best products, with high quality components, ensuring your Labelmate product will perform for many years. Our unmatched Warranty Program makes this statement tangible!

All Labelmate Products are warranted to the original end-user customer to be free from defects in materials and workmanship. If it is determined by Labelmate that a product has failed under the terms of this warranty, the product will be repaired or replaced at no charge to the customer. Labelmate reserves all rights to determination of coverage and liability under this warranty. The warranty period for all new Labelmate products is outlined below:

### Warranty Period

### Products Covered

**5 years**

Label Rewinders  
Label Unwinders

**3 years**

Label Counters & Slitters (mechanical parts only)  
Label Dispensers  
Printer mechanisms

**1 year**

Power Supply Modules  
Counter Modules  
Encoders  
Any products not specified above

If, despite our many quality checks, defects in the material or in the workmanship occur within this time period, we shall remedy this defect for you upon presentation of the completed document below. (RMA)

The warranty period for all products starts on the date purchased by the original end-user customer. Warranty coverage is not transferable with ownership and will terminate immediately upon rental, resale or any other change in ownership. This warranty does not cover repair to any product which is damaged, has been modified, is missing parts, or has been opened or repaired by any unauthorised person. Use of any unauthorised accessory or attachment will void coverage. Purchase documentation should be retained for coverage verification.

In the event your product requires service, please contact your Labelmate Business Partner. The customer assumes responsibility for all cost and risk incurred in transport for service.

Labelmate makes no other warranty of any kind expressed or implied, or to suitability or fitness for a particular purpose. No other person, agent or reseller is authorised to give any warranties on behalf of Labelmate. Any obligation to warranty other than that specifically addressed above is hereby disclaimed.



## RETURN MATERIAL AUTHORISATION (RMA)

### INSTRUCTIONS

1. **REQUEST** an RMA number via [brussels@labelmate.com](mailto:brussels@labelmate.com)
2. **Enclose a copy of this form with your return.**
3. **Mark RMA number clearly on the outside of the box.**
4. Ship goods to LABELMATE freight prepaid. After warranty repair, LABELMATE will return the product to you UPS Standard freight prepaid. Express freight service is available at additional cost.
5. Damage or loss of goods during shipment is the sole responsibility of the customer. Inadequate packaging resulting in damage to products may result in loss of warranty coverage.
6. Any items returned for credit or exchange must be in new condition, complete with all accessories, and must be packed in the original shipping container.
7. For items not covered by warranty, LABELMATE will contact you with repair and shipping charges before making repairs.

**RMA #:** .....

**DATE:** .....

Valid for 15 days from date

### REQUIRED INFORMATION

LABELMATE INV #: \_\_\_\_\_

SOLD TO: \_\_\_\_\_

SALE DATE: \_\_\_\_\_

CONTACT: \_\_\_\_\_

PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

### AFTER REPAIR/UPGRADE RETURN TO:

COMPANY: \_\_\_\_\_

ATTN: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

ZIP: \_\_\_\_\_ CITY: \_\_\_\_\_

COUNTRY: \_\_\_\_\_

PHONE: \_\_\_\_\_

MODEL / PART NUMBER RETURNED	REASON FOR RETURN

Please provide a detailed description of the reason for returning your device:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**Labelmate**

Chaussée de Ruisbroek 290  
1620 Drogenbos (Belgium)

+32 2 375 69 60

[brussels@labelmate.com](mailto:brussels@labelmate.com)  
BTW BE 0674 877 993

ING BELGIUM

IBAN BE89 3630 6607 1285  
BIC BBRUBEBB

[labelmate.com](http://labelmate.com)