



Our No Hassle Guarantee

Brady products are backed the way they are built – the best in the industry. The Brady No Hassle Printer Guarantee gives you superior product support with no worries, no hassles. Now, in addition to our standard Limited Warranty set forth below, you can enjoy the benefit of a substitute printer should your printer fail during the first 30 days of use.

We will send a replacement printer to you within 48 hours of your request for any printer that fails to meet the factory specifications or fails to power up upon delivery within 30 days of your invoice date. No hassles. Upon receipt of your No-Hassle replacement printer you must return your defective printer to us. Your defective printer will be exchanged for the same make and model, or for a printer of equal value. In addition, if your printer has three separate quality issues within one year from the date of your invoice, which are documented with our Technical Support team, we will permanently replace your defective printer with a new printer of equal or better value.

Requesting A No-Hassle Replacement Printer

To request your No-Hassle replacement printer please follow these simple steps:

1. Request a Return Authorization Number

A Return Authorization Number (“RA”) may be obtained by one of the following methods:

- (a) Telephone Technical Support
Monday – Friday 6:30AM-6:30PM (CST)
800-643-8766 (Phone)
414-358-6767 (Fax)
- (b) Send an email to Technical Support
tech_support@bradycorp.com
- (c) Request a RA via Website
<http://bradyid.com/bradyid/cms/contentView.do/1081/0/0/0/GenericPage/Tech-Support.html>
FAX FORM (US)
FAX FORM (Canada)

2. Write your RA number on your return

Write your RA number clearly on the outside of the package to be returned. If your defective printer was shipped in a standard carton, be sure to return the defective printer using the same or similar packaging.

3. Ship the defective printer back to us

You may ship the defective printer back to us using standard mail, UPS, Fed EX or DHL. We will not be responsible for items lost or damaged in transit to our printer repair center. You are responsible for freight charges to our printer repair center. In the event that you fail to return your defective printer to us within 30 days of receipt of your new printer, you will be charged for the No-Hassle replacement printer.

Limited Warranty

A. Warranty and Warranty Periods. Brady Worldwide, Inc. (“Brady”) warrants only to the original end user that the products and parts set forth below will be free from defects in material and workmanship from the date of purchase for the applicable warranty periods set forth below:

PRODUCT OR PART	APPLICABLE WARRANTY PERIOD
PRINTERS (EXCLUDING SPECIFIC PARTS LISTED BELOW)	12 MONTHS

PRINT SERVERS	36 MONTHS
PRINTHEADS	6 MONTHS OR 1,000,000 LINEAR INCHES OF USE (WHICHEVER COMES FIRST)
BATTERIES AND SPARE PARTS	3 MONTHS
ACCESSORIES	1 MONTH
STAND-ALONE KEYBOARDS	12 MONTHS

B. Brady's Obligation Under Warranty. Brady's sole obligation under the above warranty shall be to repair or replace products and parts during the warranty period. Brady does not assume responsibility for delays in replacement or repair of products or parts. Products and parts repaired or replaced by Brady under warranty shall be warranted for the balance of the original warranty period or ninety (90) days, whichever is longer.

C. Printheads. The thermal printhead warranty is valid only if a Brady approved thermal label media is used, as defined in the Brady list of approved thermal/thermal transfer media in use at the time of the warranty claim, a copy of which is available from Brady upon request. Failure to use Brady-approved media may void the thermal printhead warranty. Printhead warranty, including thermal printhead, does not cover printheads that have been misused, altered, neglected, handled carelessly, or damaged due to improper cleaning or unauthorized repairs.

D. DISCLAIMER OF ALL OTHER WARRANTIES. NO OTHER WARRANTIES, EXPRESS OR IMPLIED, ARE GIVEN, AND BRADY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING AND WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to particular end users.

E. Limitations. No salesperson, representative, or agent of Brady is authorized to make any guarantee, warranty or representation that contradicts the terms contained in this Limited Warranty. Any waiver, alteration, addition, or modification to the warranties contained herein must be in writing and signed by an executive officer of Brady to be valid, binding, and enforceable. The Limited Warranty shall not apply to the use or compatibility of any Brady product or part with other equipment. Character or page yield is also not a covered warranty service, as it is influenced by customer application, printer contrast settings, operating environments, printer conditions, and paper type. All statements, technical information, or recommendations relating to the products or parts are based upon tests believed to be reliable, but do not constitute a guaranty or warranty. BRADY SHALL NOT UNDER ANY CIRCUMSTANCES WHATSOEVER BE LIABLE TO ANY PARTY FOR LOSS OF PROFITS, DIMINUTION OF GOOD WILL, OR ANY OTHER SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES WHATSOEVER WITH RESPECT TO ANY CLAIM IN CONNECTION WITH BRADY PRODUCTS AND/OR PARTS. Brady's maximum liability for warranty claims is limited to the invoice price of the product claimed defective. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to particular end users, but, in such event, all other terms and conditions of this Limited Warranty shall remain in full force and effect.

F. What May Void Warranty. This Limited Warranty shall be null and void in the following circumstances:

1. Modification or repair of any covered product or part by the end user or any non-authorized Brady service provider; or
2. Improper use or installation, failure to conduct regular maintenance or cleaning, or damage by accident or neglect, of any covered product or part by the end user or any third party; or
3. Failure of the end user or any third party to exercise caution to protect any covered product or part from electrostatic discharge, adverse temperature and humidity conditions, or physical abuse; or
4. Failure by the end user or any third party to use Brady printheads or other parts; or
5. Failure by the end user or any third party to use only Brady media if use of such media causes or contributes to the damage for which warranty service is sought; or
6. Failure by the end user to follow the Return Appointment Process set forth below.

G. Repair Process. In order to avail itself of this Limited Warranty, and as a condition precedent thereto, the end user must:

1. Obtain a return material authorization ("RMA") from Brady, which will include an RMA number that must be prominently displayed on the outside of the shipping container. Returns without an RMA number must be rejected by Brady and immediately returned to end user, freight collect.
2. Ship the items being returned to Brady, freight prepaid, together with a written description of the claimed defect.
3. Pack the items being returned in the original packing carton or equivalent. Damage in transit is end user's responsibility and may be cause to void the warranty claim.

H. Transportation Costs. Brady will pay surface freight to return products or parts covered by this Limited Warranty. However if Brady determines in the exercise of its reasonable but sole discretion that the product or part returned for warranty service is not defective, or does not otherwise qualify for warranty service, end user shall be liable for all costs of handling and transportation.

Requesting Limited Warranty Repair

To obtain service on a product that is under warranty please follow these simple steps:

1. Request a Return Authorization Number

A Return Authorization Number ("RA") may be obtained by one of the following methods:

- (a) Telephone Technical Support
Monday – Friday 6:30AM-6:30PM (CST)
800-643-8766 (Phone)
414-358-6767 (Fax)
- (b) Send an email to Technical Support
tech_support@bradycorp.com
- (c) Request a RA via Website
<http://bradyid.com/bradyid/cms/contentView.do/1081/0/0/0/GenericPage/Tech-Support.html>
FAX FORM (US)
FAX FORM (Canada)

2. Write your RA number on your return

Write your RA number clearly on the outside of the package to be returned. If your defective product was shipped in a standard carton, be sure to return using the same or similar packaging.

3. Ship the defective product back to us

You may ship the defective product back to us using standard mail, UPS, Fed EX or DHL. We will not be responsible for items lost or damaged in transit to our printer repair center. You are responsible for freight charges to our printer repair center.

4. Upon completion of the repair we will return the repaired product to you

We will pay surface freight to return products covered under warranty. However if we determine in the exercise of its reasonable but sole discretion that the product returned for warranty service is not defective, or does not otherwise qualify for warranty service, you will be responsible for all costs of handling and transportation.

Out of Warranty Repair

To the extent that replacement parts are available you may request an out-of-warranty repair for products outside of the standard warranty period. Repair charges, depending on your printer model, are charged on a time and materials or flat fee basis. Please contact our Technical Support team for more information. Out-of-warranty products that are determined to be unrepairable will be returned to you "as-is".

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Brady Worldwide, Inc.

6555 West Good Hope Road
Milwaukee, WI 53223
1-888-311-0775
www.bradyid.com

Brady Canada

355 Apple Creek Blvd.
Markham, ON L3R 9X7
1-800-263-6179
www.bradycanada.com