

Warranty Statement

Limited Product Warranty

GoDEX printers, scanners, accessories and spare parts are warranted by GoDEX to be free from defects in workmanship and material for the applicable warranty periods set in followings, and such warranty periods commence from the date of **invoice with serial number** to the customer or, if the customer is not able to provide the proof of invoice, then the ship date from GoDEX.

Product Warranty Period

Product	Warranty Period
Printer (excluding Print Head, and other normal wear items)	24 months
External Rewinder (T10/T20)	12 months
Scanner	12 months
Spare parts (including main board, motor module, sensor module, LCD module, feed switch module, power supply adaptor/module, platen roller)	12 months
200dpi and 300dpi Print Head ※600dpi Print Head – 3months under specific condition	6 months, or 50KM whichever comes first
Accessories (Cutter, Dispenser, Internal rewinder, printer cable, scanner cable)	3 months

※ **Except for the linerless cutter, all GoDEX cutters DO NOT cut on media with glue.**

Warranty Exclusions and Conditions

All GoDEX warranties are null and void in cases of customer misuse or neglect that may include: improper operation of the product, using the product for purposes other than its designed purpose, lack or absence of proper and timely cleaning, product modification, and electrostatic discharge.

Defects covered under GoDEX's warranty coverage will be remedied by product repair or replacement, at GoDEX's sole discretion.

For warranty repairs, the customer pays freight costs for shipping to GoDEX and GoDEX pays freight costs for shipping back to the customer, with the least expensive service.



For non-warranty repairs, customer pays freight both ways.

Proof of purchase from customer or end user may be required to validate warranty period.

Product returned to GoDEX must be properly packaged. The cost to repair damage to products that have been improperly packaged is the responsibility of the customer.

This warranty is exclusive. GoDEX disclaims all other warranties, specifically any implied warranties of merchantability or fitness for a particular purpose.

GoDEX's maximum liability for warranty claims is limited to the invoiced price of the defective product.

GoDEX shall not be under any circumstances, liable for any consequential losses or damages to any party with respect to any warranty claim or occurrence.