

## Product warranty information

**MEFERI Technologies Corporation (including affiliates and subsidiaries jointly controlled by MEFERI) ("MEFERI") makes the following warranties to end users:**

**Hardware warranty:**

Unless stated otherwise in MEFERI's Product Warranty Exceptions List or in the sales agreement between MEFERI and the end User, the hardware will be covered for defects in workmanship and materials for a period of twelve (12) months from the date of MEFERI's shipment or the date of purchase (proof of purchase provided), whichever is later. This is provided that the hardware has not been modified in any way and that it operates under normal and appropriate conditions and complies with MEFERI's published specifications. MEFERI's exclusive liability for defective hardware products is limited to repair and replacement (at MEFERI's sole discretion), subject to MEFERI's authorization and "return to the point of service." The end user is responsible for shipping to MEFERI and assumes all costs and risks associated with this transportation. MEFERI shall be responsible for returning returned goods to the End User unless MEFERI determines, in MEFERI's sole discretion, that the hardware is free of defects or is not covered by warranty, in which case the End User shall also be responsible for reimburse the cost of shipping the returned goods. The repair will not incur any costs to the buyer during the warranty period. MEFERI is not responsible for the damage or loss of software programs, data, or removable data storage media, or for the recovery or reinstallation of software programs or data. No other technical support is provided during the hardware warranty period except to determine whether repairs covered by the warranty are required.

**Software is provided "as is":**

Software is licensed "as is" without warranties. Notwithstanding the foregoing, and unless otherwise stated in MEFERI's Product Warranty List or in the sales agreement between MEFERI and the end User.

**General rule:**

This warranty is not transferable by end users and does not apply to products that are: 1, repaired, modified, altered, or modified by a third party other than MEFERI or its authorized repair provider; 2, Defects or damage resulting from normal wear and tear, improper use, negligence, improper storage, water or other liquid immersion, battery leakage, use of parts or accessories not approved or supplied by MEFERI (including but not limited to print-heads, media, consumables, batteries, and other peripherals), Or did not follow MEFERI's instructions for operation processing and scheduled maintenance; Alternatively; 3, subjected to unusual physical or electrical stress, abuse or accident, or strong or exposed to a specific operating environment beyond normal use as set out in the product specifications for use.

Except for the express warranties set forth above, MEFERI disclaims all warranties and CONDITIONS with respect to the hardware, software, or provided warranty repairs, including with respect to merchantability, satisfaction of quality, non-infringement, and fitness for fitness, and that the software, solution, or covered repair will meet your requirements, and that the provision of the software, or covered repair will be uninterrupted, confidential, timely, safe, accurate, or error-free. All implied terms, conditions and warranties that defects or errors in the software will be corrected or that the hardware or software will be compatible with future products or software versions or interoperate with third party hardware or software. The remedies set forth in this Hardware Warranty section are Buyer's exclusive and exclusive remedies for warranty claims and are expressly substitutes for various other remedies that may be available to Buyer under law or fairness principles. Given that some jurisdictions do not allow exclusionary or restrictive provisions with respect to implied warranties, the above limitations or exclusionary provisions may not apply to specific end users.

Under no circumstances shall MEFERI be liable for any loss of profits (direct or indirect), any destruction or loss of data (direct or indirect), loss of goodwill, or other special, consequential or incidental loss of any end user or any third party as a result of a claim relating to MEFERI's products. Because some jurisdictions do not allow exclusivity or limitation provisions for incidental or consequential losses, the above limitations or exclusions may not apply to specific end users.

## Product Warranty Exceptions List

Product Category	Model Name	Product Description	Hardware Warranty Duration	Tech Support Coverage <sup>①</sup>	Software Access under Warranty <sup>②</sup>
Mobile Computer	ME30K	ME30K Keypad Mobile Computer	1year	5years	5years
Mobile Computer	ME40K	ME40K Keypad Mobile Computer	1year	5years	5years
Mobile Computer	ME10	ME10 Wearable Computer	1year	5years	5years
Mobile Computer	ME61	ME61 Mobile Touch Computer	1year	5years	5years
Mobile Computer	ME65	ME65 5G Mobile Touch Computer	1year	5years	5years
Mobile Computer	ME74	ME74 Ultra-Rugged Mobile Touch Computer	1year	5years	5years
Mobile Computer	CIAO	CIAO Intelligent Shopper Assistant(ISA)	1year	5years	5years
Printer	MP4000D	MP4000D Desktop Printer	1year	5years	5years
Scanners	MS300R	MS300R Wearable Ring Scanner	1year	5years	5years
Mounted Computer	MC45	MC45 All-In-One Price Checker	1year	5years	5years
Accessories	TPA-147E050100VU01, TPA-147C050100UU01, TPA-147C050100BU01	Power Adapter Plug-5V/ 1A-Black Compatibility with Ring Scanner MS300R	3 Months	3 Months	3 Months
Accessories	TPA-147A050200VU01, TPA-147A050200UU01, TPA-147A050200BU01	Power Adapter Plug-5V/2A-Black Compatibility with ME10-Terminals/ MS300R-4SBATC-01	3 Months	3 Months	3 Months

① **Tech Support Coverage** - Includes technical support provided during the hardware warranty period.

② **Software Access under Warranty** - Access to restricted software downloads available during the hardware warranty period.

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Product Category	Model Name	Product Description	Hardware Warranty Duration	Tech Support Coverage <sup>①</sup>	Software Access under Warranty <sup>②</sup>
Accessories	HJ-FC001K7-EU, HJ-FC001K7-US, HJ-FC001K7-UK	Power Adapter Plug-9V/2A-Black Compatibility with ME30K/ ME65/ ME74 Terminals	3 Months	3 Months	3 Months
Accessories	TPA-10S120150VU01, TPA-10S120150UU01, TPA-38F120150BU01	Power Adapter Plug-9V/2A-Black Compatibility with ME40K/ME61Terminals	3 Months	3 Months	3 Months
Accessories	TPA-10S120150VU01, TPA-10S120150UU01, TPA-38F120150BU01	Power Supply-12V/2A/DC Interface-Black Compatibility with ME30K-SCRD01-01/ ME40K-SCRD01-01/ ME6X-SCRD01-01/ ME74-SCRD01-01/ MS300R-10SBATC-01/MC45	3 Months	3 Months	3 Months
Accessories	HJ-1204000-EU, HJ-1204000, HJ-1204000-UK	Power Supply-12V/4A/DC Interface-Black Compatibility with ME40K-4SBATC-01/ ME6X-4SBATC-01/ ME74-4SBATC-01/ MS300R-20SBATC- 01/ME10-4SBATC-01	3 Months	3 Months	3 Months
Accessories	HJ-1205000	Power Supply-12V/5A/DC Interface-Black Compatibility with ME10-8SBATC-01/ ME74-8SBATC-01	3 Months	3 Months	3 Months
Accessories	HJ-12010000	Power Supply-12V/10A/DC Interface-Black for 3pcs MS35-3SCRD01-01 Combination	3 Months	3 Months	3 Months
Accessories	HJ-2405000	Power Supply-24V/5A/DC Interface-Black Compatibility with ME6X-5SCRD01-01/ ME74-5SCRD01-01	3 Months	3 Months	3 Months

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Accessories	HJ-24010000	Power Supply-24V/10A/DC Interface-Black Compatibility with ME74-20SBATC-01	3 Months	3 Months	3 Months
Accessories	GM53-240200-F	Power Supply-24V/2A/DC Interface-Black, Compatibility with MP4000D	3 Months	3 Months	3 Months
Accessories	PAP100	Power Adapter Plug-100-220V-Black Compatibility with MP4000D	1 Months	3 Months	3 Months
Accessories	PAP100	Type-C USB Cable-1Meter Long-2A-Black Compatibility with ME30K	1 Months	3 Months	3 Months
Accessories	CBLC10	USB TypeC Cable-1Meter Long-2A-Black Compatibility with ME40K/ ME61/ ME65/ ME74/MS300R	1 Months	3 Months	3 Months
Accessories	CBLC10	USB TypeC Cable-1Meter Long-2A-Black Compatibility with ME10	1 Months	3 Months	3 Months
Accessories	CABL15	USB Cable-1.5Meter Long-2A-Gray, Compatibility with MP4000D	1 Months	3 Months	3 Months

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Product Category	Model Name	Product Description	Hardware Warranty Duration	Tech Support Coverage <sup>①</sup>	Software Access under Warranty <sup>②</sup>
Accessories	BATME74	ME74 Low-temperature Capacity 4.35V, 5200mAh Lithium Ion Battery	1year	1year	1year
Accessories	BATME74-E	ME74 Standard Capacity 4.2V, 6000mAh Standard Lithium Ion Battery	1year	1year	1year
Accessories	BATMS300R-S	MS300R Standard 3.8V, 1000mAh Lithium Ion Battery	1year	1year	1year
Accessories	BATMS300R-E	MS300R Extended 3.8V, 1250mAh Lithium Ion Battery	1year	1year	1year
Accessories	BATME10	ME10 Standard Capacity 3.7v, 3400mAh Lithium Ion Battery	1year	1year	1year
Accessories	BATME30K	ME30K Standard Capacity 3.85V, 4800mAh Lithium Ion Battery	1year	1year	1year
Accessories	BATME61	ME61/ME65 3.85V, 5000mah Lithium Ion Battery	1year	1year	1year

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Product Category	Model Name	Product Description	Hardware Warranty Duration	Tech Support Coverage <sup>①</sup>	Software Access under Warranty <sup>②</sup>
Accessories	BATME40K	ME40K/CIAO AI Connect Battery Capacity 3.85V, 5180mAh Lithium Ion Battery	1year	1year	1year
Accessories	ME30KWSTP	ME30K Hand Strap	3 Months	3 Months	3 Months
Accessories	WSTP40K6X	ME40K/ME61/ME65 Hand Strap	3 Months	3 Months	3 Months
Accessories	VCRO300R	MS300R Velcro-Black	3 Months	3 Months	3 Months
Accessories	WSTPME74	ME74 Hand Strap	3 Months	3 Months	3 Months
Accessories	WSTPME10	ME10 Wearable Adjustable Strap	3 Months	3 Months	3 Months
Accessories	CRD30K	ME30K Single-slot Cradle, Charges a single device and a spare Li-ion ME30K-BATME30K-03 battery.	3 Months	5 years	5 years
Accessories	CRD40K	ME40K Single-slot Cradle, Charges a single device and a spare Li-ion ME40K-BATME40K-03 battery.	3 Months	5 years	5 years
Accessories	CRD6X	ME61/ME65 Single-slot Cradle, Charges a single device and a spare Li-ion ME61-BATME61 battery.	3 Months	5 years	5 years
Accessories	CRD6X	ME61/ME65 Multifunction Single-slot Cradle, DC/USB×2/ TypeC/ HDMI/ Ethernet, Charges a single device and a spare Li-ion ME61-BATME61 battery.	3 Months	5 years	5 years

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Product Category	Model Name	Product Description	Hardware Warranty Duration	Tech Support Coverage <sup>①</sup>	Software Access under Warranty <sup>②</sup>
Accessories	CRD74	ME74 Single-slot Cradle, Charges a single device and a spare Li-ion ME74-BAT74-02/ME74-BAT74-03 battery.	3 Months	5 year	5 year
Accessories	4SBATC40K	ME40K 4Slots Battery Charger, Charges 4 batteries ME40K-BATME40K-03	3 Months	5 year	5 year
Accessories	4SBATC6X	ME61/ME65 4Slots Battery Charger, Charges 4 batteries ME61-BATME61	3 Months	5 year	5 year
Accessories	4SBATCME10	ME10 4Slots Battery Charger, Charges 4 batteries ME10-BATME10-03	3 Months	5 year	5 year
Accessories	CR3CRD35	CIAO 3-Slots Cradle, Charges 3 CIAO device	3 Months	5 year	5 year
Accessories	4SBATC300R	MS300R 4Slots Battery Charger, Charges 4 batteries BATMS300RS/BATMS300RE	3 Months	5 year	5 year
Accessories	4SBATC74	ME74 4Slots Battery Charger, Charges 4 batteries ME74-BATME74-02/ME74-BATME74-03	3 Months	5 year	5 year

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Product Category	Model Name	Product Description	Hardware Warranty Duration	Tech Support Coverage <sup>①</sup>	Software Access under Warranty <sup>②</sup>
Accessories	8SBATCME10	ME10 8Slots Battery Charger, Charges 8 batteries ME10-BATME10-03	3 Months	5 year	5 year
Accessories	8SBATC74	ME74 8Slots Battery Charger, Charges 8 batteries ME74-BATME74-02/ ME74-BATME74-03	3 Months	5 year	5 year
Accessories	10SBATC300R	MS300R 10Slots Battery Charger, Charges 10 batteries BATMS300RS/BATMS300RE	3 Months	5 year	5 year
Accessories	20SBATC300R	MS300R 20Slots Battery Charger, Charges 20 batteries BATMS300RS/BATMS300RE	3 Months	5 year	5 year
Accessories	20SBATC74	ME74 20Slots Battery Charger, Charges 20 batteries ME74-BATME74-02/ ME74-BATME74-03	3 Months	5 year	5 year
Accessories	5CRD6X	ME61/ME65 5Slots Cradle, Charges 5 terminals ME61/ME65	3 Months	5 year	5 year
Accessories	12SBATCME10	ME10 12Slots Battery Charger, Charges 12 batteries ME10-BATME10-03	3 Months	5 year	5 year
Accessories	5CRD74	ME74 5Slots Cradle, Charges 5 terminals ME74 and 5 batteries ME74-BATME74-02/ME74-BATME74-03	3 Months	5 year	5 year

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Product Category	Model Name	Product Description	Hardware Warranty Duration	Tech Support Coverage <sup>①</sup>	Software Access under Warranty <sup>②</sup>
Accessories	TRGG40K	ME40K Pistol Grip	3 Months	5years	5 year
Accessories	TRGG61	ME61 Pistol Grip	3 Months	5years	5 year
Accessories	TRGG65	ME65 Pistol Grip	3 Months	5years	5 year
Accessories	TRGG74	ME74 Pistol Grip	3 Months	5years	5 year
Accessories	PGHS40K6X	ME40K/ME6X Pistol Grip Hand Strap	3 Months	5years	5 year
Accessories	PGHS74	ME74 Pistol Grip Hand Strap	3 Months	5years	5 year
Accessories	SGLS40K	ME40K Tempered Screen Protector	3 Months	N/A	N/A
Accessories	SGLS6X	ME61/ME65 Tempered Screen Protector	3 Months	N/A	N/A
Accessories	SGLS10	ME10 Tempered Screen Protector	3 Months	N/A	N/A
Accessories	SGLS35	CIAO Tempered Screen Protector	3 Months	N/A	N/A
Accessories	SGLS74	ME74 Tempered Screen Protector	3 Months	N/A	N/A
Accessories	SRB30K	ME30K Solid Protective Boot-Black	3 Months	N/A	N/A
Accessories	SRB40K	ME40K Solid Protective Boot-Black	3 Months	N/A	N/A

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Product Category	Model Name	Product Description	Hardware Warranty Duration	Tech Support Coverage <sup>①</sup>	Software Access under Warranty <sup>②</sup>
Accessories	SRB61	ME61 Solid Protective Boot-Black	3 Months	N/A	N/A
Accessories	SRB65	ME65 Solid Protective Boot-Black	3 Months	N/A	N/A
Accessories	BG3040K	ME30K,ME40K Brick Holster	3 Months	N/A	N/A
Accessories	WGLV300R	MS300R Wearable Gloves	3 Months	5 years	5 years
Accessories	PRR10	Ribbon Platen Roller-Diameter 1"(25.4 mm)-Black-Compatibility with MP4000D	1 years	5 years	5 years
Accessories	WFM01	MP4000D Wifi-module	1 years	5 years	5 years
Accessories	BTM01	MP4000D Buletooth-module	1 years	5 years	5 years
Accessories	EXTLRH01	MP4000D External Label Roll Holder	1 years	5 years	5 years
Accessories	CUT01	MP4000D Cutter	1 years	5 years	5 years
Accessories	PEL01	MP4000D Peeler	1 years	5 years	5 years
Accessories	CSH1	CIAO Standard Connect	3 Months	5 years	5 years
Accessories	CAIC6	MEFERI CIAO AI Connect/RK1109 mainboard/2Mp camera/5200mAh battery/Wifi 2.4g/Bluetooth	3 Months	5 years	5 years
Printer products	N/A	MP4000D Printheads	30km or 12 Months	N/A	N/A

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Product Category	Model Name	Product Description	Hardware Warranty Duration	Tech Support Coverage <sup>①</sup>	Software Access under Warranty <sup>②</sup>
Printer products	N/A	Service tools and service and maintenance parts to be used in conjunction with repair of Printer product. Includes Main Logic Boards, Motors, Internal Power Supplies. Excludes Printheads and Aftermarket Kits	3 Months	3 months	N/A
Printer products	N/A	For bundled products, the warranty is carried by each finished item/component of the bundle	Various	3 months	N/A
Barcode	N/A	Labels, tags, receipt, wristbands, and ribbon	1 years	N/A	N/A
Data Capture Solutions	SE5070, HS7, EX30, N6803FR, SE4710, SE4107, SE4750SR, SE4750MR, SE55, SE4100, SE4770, SE4850, N1, EM3596, CM60, EM6000	Scan Engine	1 years	5 year	5 year

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