



**ZEBRA**

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Topic: **Factory Warranty (DOA: Dead on Arrival)**

This warranty will be made effective when a product, being new out of box, comes defective from factory

To make this type of warranty effective

- Warranty period. This warranty is effective only within first 30 natural days, starting on date when equipment was invoiced.
- What does this warranty cover?
  - The customer has the right to receive a replacement equipment, upon verification of factory defect.
  - Equipment failure must be reproduced during verification. Failure must not be related to intermittent issues, or related to short battery life or coverage issues.
  - Copy of original invoice with IMEI or serial number and equipment model identified must be provided
  - Physical damage to the equipment or its accessories are not covered. Physical damage includes, but is not limited to signs of drops, torsion, humidity or other evidence of abuse..
  - The prior requisites are subject to modification or further definition from the manufacturer.

**What is the process?**

Customer should initiate request with representative they bought equipment from, respecting the distribution channel.

***End customer -> Partner-> Distributor -> Zebra Technologies***

The next step in the distribution channel will follow through with the appropriate claim to Zebra Technologies

Customer must send equipment in same new conditions it was received that is including its original box, accessories and manuals.