



transponder and reader engineered systems

LIMITED WARRANTY – TRES900S Readers and Tags

Transponder and Reader Engineered Systems, Inc. (hereafter TRES) warrants its TRES900S tag readers, cards and tags to the original purchasers to be free from defects in material and workmanship for a period of one (1) year from the date of shipment, subject to exclusions below. The Reader warranty is contingent upon the use of the TRES provided power supply, the TRES-LRS-35-5 (+5vDC@7Amps).

Return Material Authorization: TRES liability under this warranty is limited to the repair or replacement of the defective product (at the discretion of TRES). Product will be returned to TRES only after the issuance of a Return Merchandise Authorization (RMA) by TRES Technical Support Dept. TRES will provide advance replacement of TRES900S readers submitted for warranty claim provided that the customer requests advance replacement with the issuance of a Purchase Order at the time an RMA is issued, at which time an invoice will be generated for the Advance Replacement product(s). If the product to be returned under RMA is not received by TRES within 30 days of RMA issuance, or the warranty is determined to be void under the conditions of this warranty statement, the customer will be responsible for payment of the invoice issued at the time of the Advance Replacement, subject to normal credit terms and conditions. Customer will be responsible for shipping the RMA products to TRES at address listed on the RMA form and clearly marking the outside of the box with the RMA number. If the reader(s) are covered under this warranty, then a credit will be issued against the Advanced Replacement invoice.

Repairs: TRES liability under this warranty is limited to the repair or replacement of the defective product (at the discretion of TRES). If the returned product is tested and deemed to be fully functional, it will be returned to the customer and a \$ 50.00 evaluation fee will be assessed. If the returned product can be repaired, and the product is deemed to be covered by warranty per this warranty statement, it will be repaired free of charge. If the returned product is not covered under this warranty, then it will be repaired at labor plus cost plus parts. In the event of a required repair that is not covered by warranty, the customer will be contacted prior to the start of repairs and provided an estimate of said repairs.

Warranty Exclusions:

- a. Defects or damage resulting from use of the product in manners other than normal and customary.
- b. Defects or damage from misuse, accident, vandalism, neglect or attempted modification.
- c. Defects from improper installation, testing, operation, maintenance
- d. Damage due to improper wiring of devices not in accordance with published installation instructions.
- e. Attempted disassembly or repair without written authorization from TRES.
- f. Power surges due to malfunctioning power supply regulation, surge suppression or lightning.
- g. No returns/refunds on custom tags
- h. Tags that have been de-faced, mishandled, improperly mounted and/or removed and re-mounted

This warranty is extended by TRES to the original purchaser and may not be assigned or transferred to any other party. This is the complete and exclusive warranty for TRES900S reader and tags sold by TRES, and this warranty may not be enlarged by any other statements that are not a part of this warranty statement without TRES' express written consent.