



An overview of our
Warranties and Terms and Conditions

Snapshot Overview

		Standard warranty	Extended warranty	Comprehensive
Contract length		Product dependant	+1 or +3 Years	3 or 5 Years
Turn Around time		10 working days	10 working days	5 working days
		Coverage	Coverage	Coverage
Coverage	Example			
Shipment receiving		✗	✗	✗
Shipment return		✓	✓	✓
Technical support		✓	✓	✓
Malfunction	Electronic failure	✓	✓	✓
Normal wear and tear	Scratched scan window	✗	✗	✓
	Scratched LCD module	✗	✗	✓
	Worn keypad	✗	✗	✓
	Worn charging contacts	✗	✗	✓
	Worn trigger switch	✗	✗	✓
Accidental damage	Cracked LCD module due to normal usage	✗	✗	✓
	Cracked enclosure / casing due to normal usage	✗	✗	✓
Damage due to abuse	Cracked LCD module due to abuse or miss-use	✗	✗	✗
	Cracked enclosure / casing due to abuse or miss-use	✗	✗	✗
Damage or defect due to man made or natural disaster	Usage outside specifications	✗	✗	✗
	Floods, earthquakes or any other natural disaster	✗	✗	✗
Accessories	All Pistol grips	1 Year	1 Year	1 Year
	All Cradles	1 Year	1 Year	1 Year
	All Cables	1 Year	1 Year	1 Year
	Batteries and USB Dongles	3 months **	3 months **	3 months **
	HR2300 & HR3300 batteries	1 Year	1 Year	1 Year

** For devices with build in battery, coverage is included