



Limited Warranty

Citizen Systems America Corporation

Effective: August 1, 2018

Citizen Systems America Corporation (CSA) warrants to the original purchaser (Purchaser) that the CSA printer models, subassemblies and parts listed below (Products), when stored, installed, operated and maintained in accordance with CSA's recommended procedures, will be free from defects in materials and workmanship for the following respectively specified warranty periods, subject to the terms, conditions, limitations and exclusions set forth hereinafter:

PRODUCT MODEL / TYPE	WARRANTY PERIOD
Packaged POS Thermal Printer Series: CT-S280, CT-S281, CT-S310II, CT-S601, CT-S651 CT-S801, CT-S851, CT-S601II, CT-S651II, CT-S801II, CT-S851II, CT-S251, CT-E351, CT-E651, CT-S2000, CT-S4000, 910II, 920II, CT-P291, CT-P293, PMU-2200, PMU-2300 and PPU-700II	3 Years
Barcode Thermal Printer Series <i>(excluding printhead, peeler & cutter):</i> CL-S300, CL-E300, CL-S321, CL-E321, CL-E331, CL-S400DT, CL-S521, CL-S531, CL-S621, CL-S631, CL-S6621, CL-S700, CL-S703, CL-S700DT, CL-E720, CL-E730 and CL-E720DT	2 Years
Mobile Printer Series: CMP-20, CMP-30, CMP-30L, CMP-20II, CMP-30II, CMP-30IIL, CMP-25L and CMP-40L Impact Dot Matrix packaged printers: GSX-190II Memory Printers: CT-S2000 Memory printer without keylock, CT-S2000 Memory print- er with keylock (sku# starting with CTS2000RSM-D32) Barcode Printheads, Peelers and Cutters	1 Year
Mobile Printer Batteries	180 Days
All Printer Mechanisms, Controller Boards, Auto Cutters, Auto Winders and Controller Chips	90 Days

Specified warranty periods commence on the date of purchase by Purchaser.

Warranty Repair/Replacement. CSA will, without charge, promptly repair or replace, at its option, Products which are determined to be defective within the applicable warranty period and which are returned to CSA's specified repair facility, F.O.B. destination, freight prepaid, within thirty days (30) after expiration thereof. Defective Products repaired or replaced by CSA under this Limited Warranty will be shipped F.O.B. destination, freight prepaid, within the continental United States. All other repaired or replaced Products will be shipped F.O.B. CSA's dock, freight collect. Products which CSA authorized service personnel reasonably determine to be free from defects will be subject to an inspection charge and will be returned F.O.B. CSA's dock, freight collect. This Limited Warranty covers repair or replacement of the defective Product or part and does not include labor related to Product removal or re-installation.

CITIZEN

Exclusions – What This Warranty Does Not Cover: CSA does not warrant that Product operation will be uninterrupted or error-free. In addition, this Limited Warranty does not apply to, and CSA shall have no obligation in connection with, Products that have been (i) improperly stored, installed, operated or maintained, (ii) damaged, whether in transit or otherwise (including, without limitation, damage or improper functioning or operation arising in any degree from the failure to use genuine CSA accessories, parts or supplies, or their respective equivalents), or subjected to misuse, abuse, or excessive duty cycle, or (iii) altered or modified in a way that CSA authorized service personnel reasonably determine to have adversely affected performance or reliability.

Purchaser understands and agrees that CSA's sole obligation and Purchaser's exclusive remedy, whether in contract, tort or otherwise, shall be repair or replacement as provided above. If for any reason CSA is unable to repair or replace the affected product(s), CSA shall, in lieu thereof, have the right to refund to purchaser the purchase price paid therefore, which shall constitute full satisfaction of such repair or replacement obligation.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION WARRANTIES OF NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY, AND SETS FORTH CSA'S ENTIRE OBLIGATION AND PURCHASER'S (OR ANY OTHER CLAIMANT'S) EXCLUSIVE REMEDY IN CONNECTION WITH SUCH WARRANTY OR ITS BREACH.

LIMITATION OF LIABILITY; LIMITATION AND EXCLUSION OF DAMAGES: IN NO EVENT SHALL CSA'S LIABILITY FOR BREACH OF WARRANTY EXCEED THE PRICE PAID BY PURCHASER FOR THE AFFECTED PRODUCT. IN NO EVENT SHALL CSA BE LIABLE TO PURCHASER OR OTHERS FOR ANY COLLATERAL, CONSEQUENTIAL INDIRECT, INCIDENTAL OR EXEMPLARY DAMAGES, INCLUDING WITHOUT LIMITATION ANY DAMAGES INCURRED IN CONNECTION WITH ANY LOSS OF USE, DATA, REVENUES OR PROFITS, ARISING OUT OF OR CONNECTED IN ANY WAY WITH THIS WARRANTY OR ITS BREACH, HOWSOEVER ARISING AND REGARDLESS OF THE FORM OF ACTION AND WHETHER CSA HAS BEEN INFORMED OF THE POSSIBILITY THEREOF.

How To Exercise This Limited Warranty: To obtain service under this Limited Warranty in the United States, contact CSA at:

CITIZEN SYSTEMS AMERICA CORPORATION
363 Van Ness Way, Suite 404
Torrance, CA 90501
+1 310 781-1460 Fax +1 310 781-9175