



www.customamerica .com

814 First State Blvd  
Wilmington, DE 19804  
Tel +1 302 384 6931

## **Warranty – Standard Depot US, Canada and Mexico**

CUSTOM AMERICA hardware is covered within our Standard Warranty Plan, based on the purchase date\*, the warranty will expire 12 months from your Date of Purchase.

Warranty Plan:

### **Depot Warranty**

This program is designed to suit users that have not purchased an advanced exchange warranty. This program provides warranty coverage when you ship your unit to Custom America's National Service Center.

### **Standard Warranty Plan**

Standard Warranty:	Depot Warranty
Warranty Period:	12 Months (from date of Purchase)
Warranty Coverage:	Parts and Labor
Labor Coverage:	12 Months
Parts Coverage:	12 Months
Requirements:	Product Purchase Date and Serial Number

Estimated Warranty Expiration:

\*Warranty will expire 12 months from your Date of Purchase.

\*The Estimated Warranty Expiration date is calculated from the time of sale or product registration or serial number records if the Proof of Purchase is not available. Proof of Purchase is still required when claiming a warranty and the estimated plan provided above may vary based on the proof of purchase date differs.



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## Warranty – Standard Depot US, Canada and Mexico

### Limited Warranty, Product

Custom America, Inc. (Custom America) warrants this Product Name (hereinafter "the Product") to be free from defects in material and workmanship and will remedy any such defect according to, the terms of this *Limited Warranty*. Custom America will repair or at its option, replace, with the same or its functional equivalent, at no charge, any defective component(s) of the Product for one (1) year from the date of purchase. This *Limited Warranty* only extends to the original purchaser of the warranted item. This *Limited Warranty* does not extend to consumable items or supplies, such as thermal print heads, platen rollers, cutters, etc.

### Limited Warranty, Consumables

*The print head, platen roller and cutter have separate warranty conditions than the Limited Warranty, Product applied to the printer and relative to time period and/or distance of media. Due to the variable nature of media, the print head, platen roller and cutter warranty will be void if the fault has been caused by the use of substandard products. This Consumable warranty does not cover print head, platen roller and cutters, which have been, in the sole opinion of Custom America, misused, altered, handled carelessly or damaged whilst cleaning, nor does it cover print head, platen roller and cutters damaged by poor or substandard media.*

#### Consumable warranty terms:

*Printhead warranty – 6 months or 15 kilometers*

*Platen Roller – 6 months or 15 kilometers*

*Cutter – 6 months or 1,000,000 cuts unless specified in **Cutter Specification***

#### Cutter Specification:

Printer	Cutter Life
<i>Standard</i>	<i>1,000,000</i>
<i>KPM150, KPM3xx, VK80</i>	<i>1,500,000</i>
<i>VKP112</i>	<i>300,000</i>
<i>KM, KPM</i>	<i>500,000</i>



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## Warranty – Standard Depot US, Canada and Mexico

*US, Canada and Mexico Only* Custom America offers Depot Warranty of the Product under this *Limited Warranty*. The Depot warranty is only available in the United States, Canada and Mexico and it does not include the replacement or repair of the Product's consumable items or supplies. If you choose to use our Depot service, call 1-855-287-8648 (1-855-CUSTOM4U); our trained personnel will try to solve your problem over the phone. If they determine that your Product hardware is defective, you will be provided with an RMA number. The RMA number will allow you to return the original Product to Custom America National Service Center by using proper packaging materials you received when you purchased the unit or adequate packaging to protect the unit during shipping.

Once a unit is received by Custom America National Service Center and if the proper spare parts are available the RMA unit will be shipped out to the best of our ability within 48 hours. The repaired or exchanged printer will be warranted for thirty (30) days or the remaining warranty period of the returned Product, whichever is longer. To make a request or claim for service under this *Limited Warranty* contact your local Custom America authorized service center at 1-855-287-8648 (1-855-CUSTOM4U), or [customamerica@nationalservicecenter.com](mailto:customamerica@nationalservicecenter.com). A written receipt for the Product, showing the date of purchase, dealer's name, and both the model and serial numbers of this Product must accompany any request or claim for work to be performed under this *Limited Warranty*. This *Limited Warranty* shall not apply to normal wear and tear and shall not apply if the Product has been damaged due to abuse, misuse, misapplication, accident, improper storage, or installation, an unsuitable physical operating environment, or as a result of service or modification by any other than an authorized Custom America service center. **THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE ON THE FACE HEREOF AND DESCRIBED ABOVE. NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL EXTEND BEYOND THE RESPECTIVE WARRANTY PERIODS DESCRIBED ABOVE.** Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. **IN NO EVENT SHALL CUSTOM AMERICA OR ITS AFFILIATES BE LIABLE TO A PURCHASER OR ANY OTHER PERSON FOR SPECIAL, COLLATERAL, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS IN CONNECTION WITH OR ARISING OUT OF THE PURCHASE OR USE OF THE CUSTOM AMERICA PRODUCT, WHETHER ARISING IN CONTRACT OR IN TORT, WHETHER OR NOT CUSTOMER SHALL HAVE INFORMED CUSTOM AMERICA OF THE POSSIBILITY OR LIKELIHOOD OF ANY SUCH DAMAGES.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. **ADDITIONAL WARRANTY DISCLAIMERS FOR ALL PURCHASERS EXCEPT CONSUMERS: WHEN ANY CUSTOM AMERICA PRODUCT SHALL BE PURCHASED BY ANY PERSON SUCH THAT THE CUSTOM AMERICA PRODUCT IS NOT A "CONSUMER GOOD" (AS DEFINED IN THE UNIFORM COMMERCIAL CODE ADOPTED IN THE STATE OF PURCHASE OR IN OTHER APPLICABLE LAW), CUSTOM AMERICA EXPRESSLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**