



# ZEBRA *OneCare SV* Support Services for TC20, TC25 and RFD20xx

## Service Description Document for Depot Service

V1.0 September 2017

### Introduction

This Service Description Document (“SDD”) describes the services provided by Zebra Technologies International LLC (“Zebra”) under **Zebra OneCare SV Service Contracts** (which use the part number format Z1xV-), a “Special Value” tier service, (“Service”) and Customer’s responsibilities.

Zebra provides technical support, repair, logistics and other technical services as specified in this document. These Services are carried out within Zebra operated or supervised service centers that employ the same test processes and fixtures used in the manufacture of the products.

Service Contracts which use the part number format Z1A- are purchased with Products, or within 30 days of Product purchase, and, on expiry, may be renewed with Service Contracts which use the part number format Z1R-. Service Contracts which use the part number format Z1B- (formerly known as Service Center) are purchased anytime in the life of the product after 30 days of Product purchase and, on expiry, may be renewed with Service Contracts which use the part number format Z1W-.

Zebra supplies this SDD as part of the Support Services Contract Welcome Pack, which includes:

- ) Welcome email
- ) Order acknowledgement and service confirmation, including service contract number
- ) Customer support instructions

## 1. Description of Technical Support Services

- 1.1. **Technical Support:** Customers access Zebra’s Technical Support online resources and self-service tools site at [www.zebra.com/support](http://www.zebra.com/support). Select the appropriate product support page and access self-help material and tech support contact information.
- 1.2. **Availability:** Zebra will provide Technical Support during the following business hours (excluding Zebra-observed holidays):
  - 1.2.1. North America (NA) and Latin America (LA): Monday–Friday 8 am to 8 pm (EST)
  - 1.2.2. Europe, the Middle East and Africa (EMEA): Monday–Friday 8 am to 7 pm (CET)
  - 1.2.3. Asia Pacific (APAC): Monday–Friday 9 am to 6 pm (Local Time)
- 1.3. **Response Time:** Zebra’s target Response Time is four (4) hours from call receipt. Telephone calls will be recorded for quality and training purposes, where permitted under local law. Note: Where Zebra provides existing or alternative Technical Support to Customer for specific Products the terms of that existing or alternative support will continue to apply to those Products.
- 1.4. **Scope:** Technical Support representatives respond to technical inquiries after installation and deployment of Zebra Products and Software. Representatives identify and diagnose issues and generic application faults, and provide analysis, and where possible, problem resolution. Zebra will use reasonable commercial efforts to correct reproducible errors and help to identify the root causes for problems that are difficult to reproduce. Clearly defined escalation processes are in place to address complex problems more effectively.
- 1.5. **Responsibilities: A Technical Support representative will:**
  - 1.5.1. Assess the nature of the problem;
  - 1.5.2. Identify configuration issues (refer back to Customer for resolution);

- 1.5.3. Identify where problems may be caused by other related, associated or connected networks, systems or applications (refer back to Customer for resolution);
- 1.5.4. Solicit Customer to activate the Device Diagnostic Tool (as available / applicable, see item 1.6);
- 1.5.5. Assist with/perform problem determination;
- 1.5.6. Work to achieve problem resolution, which may include the recommendation to download and use available Software releases;
- 1.5.7. Should no resolution be found, Zebra may create an RMA on behalf of the Customer to initiate a repair should the problem be caused by a suspected hardware failure (Section 2).
- 1.6. **Device Diagnostic Service:** Zebra provides access to the Device Diagnostic Tool ('Tool'), which is an application that runs on supported Zebra Mobile Computers. Where appropriate, Zebra Technical Support will use the Tool for troubleshooting device issues. Customer may download the Tool from the TC20/25 and RFD20XX Product pages at [www.zebra.com/support](http://www.zebra.com/support). Log in using the Contract number or other credentials supplied in the Customer Support Instructions, and go to the page relevant for your model of Mobile Computer. Up-to-date staging barcodes and application installation files, and User Manuals are available with the Tool. The Tool may be downloaded to Mobile Computers covered under Service Contract with Zebra. Customer must accept Zebra's End User License Agreement prior to download. Zebra Technical Support actively uses the Tool to provide timely problem resolution and may require Customer to download the latest version as made available for successful problem resolution.
- 1.7. **Software Support Coverage:** Zebra provides Technical Support for Android Operating System (OS) Legacy Software Releases Support: Zebra provides Technical Support for current and up to two (2) previous releases validated and made available by Zebra.
- 1.8. **Access to Latest Software.** Customer is entitled to download latest releases of Software as made available from Zebra's Support Web Page. Technical Support may require Customer to download latest Software as made available under the terms specified in item 6.9. Software is delivered in machine-readable format with appropriate documentation and should be used under the relevant End User License Agreement (EULA).
- 1.9. **Software Supported**
  - 1.9.1. Mobile Computers Operating System ("Software"): Zebra provides Technical Support for "Software", defined as any Zebra-provided machine-readable instructions installed on the Product as shipped to the Customer.
  - 1.9.2. Android Operating System (OS) Legacy Software Releases Support: Zebra provides Technical Support for current and up to two (2) previous releases validated and made available by Zebra.
  - 1.9.3. Windows Mobile and WinCE Operating System (OS) Legacy Software Releases Support: Zebra provides Technical Support for all releases made available by Zebra via Software Upgrade products.
  - 1.9.4. Zebra Pre-Loaded / Pre-Licensed Software Products: Zebra provides Technical Support for all tools and utilities included within our Mobile Computer portfolio as well as SDKs and Mobility Extensions (MX) made available by Zebra.
- 1.10. **Zebra's LifeGuard Program Support:**
  - 1.10.1. Extended Security Service Life - customers receive security updates for 2 years after Zebra's Device End-of-Life (EOL). This is well beyond the security support provided by Google. Extended security support significantly lowers customer Total Cost of Ownership (TCO) by enabling devices to stay in service for a longer period.
  - 1.10.2. Timely, Periodic Security Updates – customers receive security updates as frequently as monthly or quarterly (depending on the platform lifecycle). Having the latest updates on a regular cadence enhances portfolio security while making update logistics more manageable.
  - 1.10.3. Security Support Through OS transitions - when Zebra releases a new Android OS, quarterly LifeGuard updates for the older OS continues for a period of 12 months. Referred to as an OS Transition Period (OTP), this maintains the security of the customer portfolio during the transition to a new OS release.
  - 1.10.4. Purchasable One-Year Extensions - Items 1.10.1-1.10.3 are available at no charge to customers under Zebra OneCare. Should customers wish to extend either the OS Transition Period (OTP) or the overall Security Service Life, Zebra makes available for purchase 1 year security support extensions. These extensions are available to Zebra OneCare customers, and must be purchased at least 90 days prior to the customer OneCare end date.
  - 1.10.5. For more Information, refer to the Extended Service request form here or click <https://www.zebra.com/us/en/forms/lifeguard-extended-services.html>.
  - 1.10.6. For more information about LifeGuard, please go to [www.zebra.com/lifeguard](http://www.zebra.com/lifeguard).

## 2. Description of Repair Services

- 2.1. **Request for Return Material Authorization (RMA):** An RMA is required to authorize Customer to return a malfunctioning Product to the Zebra service center for repair. Customer requests an RMA online at [www.zebra.com/repair](http://www.zebra.com/repair). Zebra will either return or dispose of Products received without a valid RMA form.
- 2.2. **Repair and Turnaround Time:** For Service Contracts using the nomenclature Z1AV, Zebra uses reasonable endeavors to repair any Product within five (5) Support Days (“Turnaround Time”) from the Product’s receipt at the service center. The service shall be provided using all reasonable skill and care. As Product issues may vary in severity, Turnaround Times are an objective and are not a guarantee. Repair services are performed and Turnaround Time is measured during Support Days. Zebra reserves the right to replace the Product with the same model and configuration, but not the identical serial number as originally submitted for repair.
- 2.3. **Coverage under Zebra OneCare SV Service Contracts:** Coverage includes the repair and restoration of devices for functional failure including standard wear and tear as determined by Zebra. This service excludes accidental physical and cosmetic damage (housings, displays) or battery failures outside the warranty period. These services are carried out within Zebra operated or supervised service centers that employ the same test processes and fixtures used in the manufacture of the Products. Products are diagnosed and restored to functional specifications via: repairs, alignments, adjustments and restorations, if appropriate, of any covered Product(s) that malfunction while being used within the operational and environmental parameters specified by Zebra. Accessories are not covered under these services. See the Limitations and Restrictions for this feature in sections 7.5 and 7.7. For Battery Replacement and Repairs to devices affected by Accidental Damage, see section 5.
  - 2.3.1. Specific examples of items covered under Zebra OneCare SV include: functional failure of Main Logic Boards, Memory modules, WAN modules, Camera, Imager, Keypads.
- 2.4. Customer must return the equipment to Zebra or its appointed repair partner to receive support. Coverage does not include advance shipment of Products.
- 2.5. **Pre-Paid Shipping Label:** In North America and the EU (contact your Zebra Services Representative for country availability), RMAs raised on the Zebra Repair Portal are issued with a Pre-Paid Shipping Label on request. Customer may adhere the Label to the package containing the Product for repair, which can then be dropped off by Customer with the designated Carrier.
- 2.6. **Return of Devices to default factory condition:** Repaired Products will be delivered in their factory default condition loaded with the most current version of the Software. If the additional Commissioning option is purchased, Zebra will return Products configured to the Customer’s specification (See items 4.1 and 6.5).
- 2.7. **Transportation.** Zebra will provide ground shipment on all outbound repairs to specified Customer delivery location and will bear all costs and risks associated with this transportation. In North America, Customer may upgrade their service with an overnight return shipment option (See item 4.2).

## 3. Description of Other Services included in the Zebra OneCare SV Service Contract

- 3.1. **Repair Services Dashboards:** Zebra provides a configurable web-based tool that enables a series of reports that analyze repair, replacement and Technical Support status for Products under Contract. Available on supply of all necessary information for set up. Logins and Password will be configured so Customer associates can access these reports. On-boarding forms are available on the Zebra OneCare page at Submit Your Repair Service Dashboard Request, or at [www.zebra.com/zebraonecare](http://www.zebra.com/zebraonecare) >Zebra OneCare for Enterprise. Note: The process to upload all relevant data for the Dashboard to go-live, may take up to ten (10) Support days from receipt of all necessary information. Repair Service Dashboards are available in the NA, APAC and EMEA regions but not available in the LATAM region.
- 3.2. **Web Support:** The Support Portal, [www.zebra.com/support](http://www.zebra.com/support) or [www.zebra.com](http://www.zebra.com) >Support and Downloads, provides regularly published information related to current errors and workarounds organized per product family. This site may also provide information about future Software Updates (see items 1.7, 6.9 and following) and related products, as well as access to Software documentation, specifications, technical literature and more. Zebra reserves the right to modify or discontinue all or part of its Support Portal at any time.
- 3.3. **Middle East Collection Service:** In certain countries of the Middle East only, Customer may use Zebra’s pre-paid collection service to return a malfunctioning Product. After the RMA is approved, Customer requests collection from the local Zebra freight partner. Zebra covers all transportation, import and export



costs. The Collection Service is available in UAE, Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia and Egypt. The Collection Service is NOT available in Iraq, Libya, Palestine, Pakistan and Yemen.

#### 4. Service Options

In addition to the Services described in Sections 1-3, the following optional services are available. Options cannot be purchased without a concurrent **Zebra OneCare** Service Contract. Customer may choose to add one or more optional services when placing an order. Zebra's order acknowledgement will indicate which services are included in the Contract.

##### 4.1. Commissioning Service (available in NA, selected countries in EMEA, Australia/New Zealand, MX):

When chosen, Zebra provides Application Loading and Configuration Management as follows:

4.1.1. Under Application Loading, Zebra archives and reloads Customer-developed applications onto Products at the time of repair.

4.1.2. Under Configuration Management, Zebra loads site-specific information, such as IP addresses, onto Products at the time of repair.

**Note:** Commissioning Service requires a minimum of 5 Products of a single Product Configuration within Contract. When a third party (non-Zebra) software license is required to complete the repair process and the license must be acquired from the third party, the repair Turnaround Time goals (see item 2.2) will be subject to change. Zebra has 10 working days to implement the specific procedures for commissioning Customer's repaired Products after all the necessary data have been received and validated.

4.2. **Express Shipping** (North America only): When chosen, Zebra will ship repaired Product(s) via next-business-day delivery to the Customer-designated location. All transportation costs and associated risks for returning the Product(s) to the Customer will be covered by Zebra.

#### 5. Other Chargeable Services

5.1 **Battery Replacement** - Batteries are replaced at authorized Zebra Battery Replacement facilities. Customer returns Products for battery replacement by submitting a return authorization request and, if the Product is outside the battery warranty period, a Purchase Order for the additional service fee.

5.2 **Accidental Damage** – Repairs to Products under valid Zebra OneCare-SV Service Contracts, which require a repair due to accidental damage, are subject to an additional service fee. Devices should be returned to an authorized Zebra repair facility by submitting a return authorization (RMA) request (section 6.2). When a device is deemed to be damaged the customer will be notified and will be quoted the additional service fee. Customers must authorize the additional repair and provide proper payment method.

#### 6. Customer Responsibilities

6.1. **Service Contract Booking Process:** Zebra requires the following information to complete the booking process of the Service Contract and / or to deliver Services.

6.1.1. Complete list, in electronic format, of serial numbers of all Products to be covered under the Service Contract;

6.1.2. Zebra OneCare Part number;

6.1.3. Quantity of Products;

6.1.4. Name and email address of contact for Contract renewal notifications;

6.1.5. Name and email address of end customer;

6.1.6. When chosen, Commissioning details (item 4.1, 6.5).

6.2. **Repair ('RMA') Request.** Prior to returning Products for repair, Customer must request a Return Material Authorization ('RMA') number online at [www.zebra.com/repair](http://www.zebra.com/repair). Zebra will either return or dispose of Products received without a valid RMA form.

6.3. **Packaging.** Customer must package all items to normal commercial standards. Customer must also ensure the RMA number is clearly visible on the outside of the package. Customer may be liable for repair costs if Product is damaged during transit due to poor packaging.

6.4. **Transportation.** If Products are shipped via Customer-designated carrier and method, Customer bears all costs and risks associated with this transportation.



- 6.5. **Commissioning Service** (available in NA, selected countries in EMEA, Australia/New Zealand, MX only): Customer provides the materials for Application Loading and/or Configuration Management to Zebra:
  - 6.5.1. **Application Loading:** at a minimum of ten (10) business days prior to first implementation, Customer provides Zebra software applications and all necessary components to load and configure the Product, and installation instructions. Customer provides updates and/or revisions as they are made available during the term of this Service.
  - 6.5.2. **Configuration Management:** Customer provides all site-specific information, including IP addresses, software configurations and port key licenses, at a minimum of ten (10) business days prior to first implementation. Customer provides updates and/or revisions as they are made available during the term of this Service.
    - 6.5.2.1. After the initial setup of the application or configuration under commissioning, customers will be entitled to annual change requests.
    - 6.5.2.2. Zebra may quote and invoice additional fees to implement change requests outside of the entitled annual change.
    - 6.5.2.3. Prior to Zebra implementing commissioning for a customer contract, applications and/or configuration must have been tested at the customer's lab. Customer may be asked to submit supporting documentation on test results with their initial commissioning or change request.
- 6.6. **Wide Area Network (WAN) Activation:** Where applicable, Customer is responsible for activating WAN-enabled devices with its WAN provider.
- 6.7. **Error Reporting:** Customer promptly reports in detail all detected errors to Zebra Technical Support. Customer co-operates with Zebra Technical Support to recreate and diagnose each error.
- 6.8. **Remote Access:** If required for complete diagnosis or remedy, Customer will allow for remote system access.
- 6.9. **Installation of Latest Software.** Customer downloads and deploys latest releases of applicable Software from the Support Web Pages in a timely and effective manner for all Customer Products.
- 6.10. **Supervision of Software.** Customer supervises, distributes and manages the use of the Software on Customer's Products. Customer must implement procedures for protecting its personal and corporate information and backup facilities from unauthorized access.
- 6.11. **Compliance with Terms of Contract.** Customer agrees to download, copy or deploy only those Software Releases for which it has received explicit approval from Zebra. This entitlement is granted only for the specific serial numbers of the Products covered by Contract, and does not include rights to provide copies, transfer or otherwise distribute any release of the Software to any other product or any third party. If Customer is found in noncompliance with this condition, Zebra reserves the right to invoice for any support charges necessary to obtain compliance, discontinue support or take other action as it deems appropriate. Zebra reserves the right to audit Customer records using an independent third-party auditor to verify compliance.
- 6.12. **Compliance with License Terms.** Customer is responsible for complying and or ensuring that the End User Customer complies (as the case may be) with the terms of all relevant End User License Agreements pertaining to the Software. Zebra reserves the right to suspend Service or take further action if the Customer or End User Customer is found in violation of such End User License Agreements.

## 7. Limitations and Restrictions

- 7.1. Not all features or options available under **Zebra OneCare SV** are applicable to all Products in all Regions. Check with Zebra Customer Service Representative for availability.
- 7.2. The Service does not cover cosmetic issues that do not affect the functionality of the Product.
- 7.3. Accessory items such as chargers, battery eliminators, straps, and soft cases are not covered under service contracts.
- 7.4. Once a Product has been declared End of Life (EOL) by Zebra, there may be an impact to the Service. Zebra will make reasonable efforts to reduce its impact and keep Customer informed.
  - 7.4.1. Where a product is not repairable post-EOL and a direct replacement of the Product is not available Zebra will remove the unit from coverage and at its sole discretion may issue a prorated credit for the unused balance in months of coverage for that unit.
  - 7.4.2. If the service contract expires after the official end of service life date for the Products, Zebra will use reasonable endeavors to locate and utilize spare parts to complete repairs. In the unlikely event that spare parts cannot be located, Zebra will return the device, unrepared, to the Customer, and credit the Customer with the pro-rated price of the contract. Zebra will make an offer to Customer to purchase an equivalent new device.



- 7.5. Zebra is not obligated to provide support for any Product:
  - 7.5.1. That has been repaired, tampered with, altered or modified, except by Zebra's authorized service personnel (including the unauthorized installation of any software).
  - 7.5.2. That has been subjected to unusual physical or electrical stress, abuse, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable Product specification.
  - 7.5.3. That fails to be updated to the latest Software version made available.
  - 7.5.4. If Customer fails to comply with the obligations contained in the Agreement and/or the applicable End User License Agreement.
- 7.6. Only Products in working condition are eligible to be added to a Service Contract. Zebra will accept Products under a Zebra OneCare SV Service Contract within 30 days of device purchase.
- 7.7. Zebra reserves the right to invoice for any support charges that are necessary to replace or repair Products that are affected by accidental damage, to suspend support and to take other action as it deems appropriate. Charges may be necessary for the following activities:
  - 7.7.1. Replacement of consumable parts, or accessories, as defined by product.
  - 7.7.2. Repair of problems due to abuse, neglect, accidental or physical damage
  - 7.7.3. Repair of cosmetic issues not impacting the performance of the device
  - 7.7.4. Repair of problems caused by natural or manmade disasters, including but not limited to fire, theft and floods that would cause internal and external component damage or destruction
  - 7.7.5. Repair of problems caused by third parties' batteries, accessories or peripherals not approved in writing by Zebra for use with the product
  - 7.7.6. Repair of problems caused by using the Product outside of its operational or environmental specifications, or repaired by a third party.
  - 7.7.7. Repair of problems caused by unauthorized alterations or attempted repair.
  - 7.7.8. Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
  - 7.7.9. Problem determination and/or work performed to repair or resolve issues with non-covered products, for example, any hardware or software products not specifically listed on the agreement.
  - 7.7.10. Performance of any file backup or restoration processes other than as part of the Commissioning Service (if applicable).
  - 7.7.11. Completion and test of incomplete application programming or system integration if not performed by Zebra and not specifically listed as covered.
  - 7.7.12. Use of Software Releases except as provided for this Service Description Document.
- 7.8. Zebra's LifeGuard Program goal is to remediate (update) the vulnerability and/or provide recommendations on alternative remediation measures.
  - 7.8.1. Zebra will review all current monthly Google security bulletins:  
<https://source.android.com/security/bulletin>
  - 7.8.2. Zebra will decide if the vulnerability applies to the OS release subject of this service.
  - 7.8.3. LifeGuard Quarterly Security updates cadence will cover the respective period and lag the most recent Google published bulletin by no more than 30 days.
  - 7.8.4. Zebra will make reasonable efforts to release security updates on or about the time that Google releases its respective public security bulletin. However, delivery time of security updates may vary depending on the region, product model, and third-party suppliers.
  - 7.8.5. LifeGuard security updates will be provided for those vulnerabilities with a severity ranking of "critical" (within Google's security bulletin). A description of Security rankings can be found at:  
<http://source.android.com/security/overview/updates-resources.html#severity>
- 7.9. **Waiting Period:** Under Z1B- Contracts: Products which are more than one-year-old when they are accepted by Zebra under a Z1B- Contract for the first time are subject to a 30 day waiting period. If a Product is sent in for repair within 30 days after order acknowledgement is issued by Zebra, it will be subject to a standard service check. Charges for labor and parts will be made at Zebra's then current Time and Materials rates to return the Product to factory standards.
- 7.10. If the Products are less than one-year-old when Zebra accepts them under a new Z1B- Contract or if the Z1B- contract is being renewed, item 7.9 will not apply.
- 7.11. **No Trouble Found (NTF).** Under Zebra OneCare Essential, Zebra reserves the right to monitor NTF returns from Customer.



- 7.11.1. If the NTF rate is greater than 5% of the total returns per calendar quarter, calculated by product type across all customers devices under a service contract, Zebra will work with Customer to identify the reasons for such excessive NTF and will establish an action plan aimed at reducing the NTF rate to under a 5% threshold ("NTF Threshold").
- 7.11.2. Should Customer fail to implement the action plan and/or fail to reduce the NTF rate to the NTF Threshold, Zebra reserves the right to charge Customer for servicing the Products at or above the NTF Threshold, based on Zebra's prevailing time and material charges, discontinue support, or take other action as it deems appropriate. Zebra will review the rate of Customer's returned NTF units at the point of contract expiry. The price for Service Renewal will be impacted if the rate is above the NTF Threshold.
- 7.12. Zebra does not guarantee the protection of Customer's SIM card and Customer's IP addresses, MAC addresses, software configurations, port key licenses, WEP keys, special configurations, security codes and any other information, including business or personal information (herein referred to as "Customer Confidential Information"). Zebra hereby disclaims any and all liability resulting from a failure to safeguard Customer Confidential Information.
- 7.13. This Service does not include the activation of the WAN-enabled device on the Customer's WAN provider's network. If the repair of a WAN-enabled device requires the replacement of the WAN radio, the Customer will need to activate the device on its WAN provider's network.
- 7.14. All Agreements are non-cancellable (although a deletion of some limited number of units of product from an Agreement may be accepted by Zebra, at its sole and absolute discretion, thirty (30) days after receipt of such proposed request for a deletion of a unit for a pro-rata credit of the pre-paid fee for the service of such units).
- 7.15. Zebra is not responsible for issues caused by changes made by WWAN carriers, suppliers of WLAN infrastructure, or other 3rd party software or hardware providers.

## 8. General Definitions

The following terms definitions govern the scope of the Service described in this Service Description Document:

**"Configuration"**: Specific parameters that define End-User Customer specific operational design that relies on the specific functionality of such products. Product configuration is variable and is driven by factors including but not limited to End-User Customer's site-specific information, WLAN or WWAN related parameters.

**"Contract"**: The specific Contract, assigned a unique identification number, comprising the Order Acknowledgement, this Service Description Document and the Terms and Conditions.

**"Customer"**: The entity purchasing the service from Zebra Technologies.

**"EOL"**: End of Life is the date after which a Product is no longer manufactured.

**"End-User Customer"**: The Customer or the ultimate end user of the Service (if different) whose Products are the object of the Service.

**"Product(s)"**: The eligible Zebra equipment covered by the Contract.

**"Response Time"**: The elapsed time between the initial request and the first response of the Zebra Technical Support representative, measured during the Support Days timeframe.

**"RMA"**: Return Material Authorization, which is the process and associated form required to be completed to get an identification number that will be associated to the Product sent for repair.

**"RMA Webform"**: The web page for making RMA requests, at [www.zebra.com/repair](http://www.zebra.com/repair) where available within region.

**"Service"**: The **Zebra OneCare SV** service described in this Service Description Document.

**"Software"**: Computer programs in machine-readable form included in the Product as shipped, which are essential to the functionality thereof as specifically stated in the published Product specifications.

**"Support Days"**: The days of the week during which Zebra will provide help desk, repair, logistics and other technical services in each region as specified in this document (item 1.1).

**"Support Web Pages"**: The Zebra Technologies Printer Support web pages at [www.zebra.com/support](http://www.zebra.com/support).

**"Terms and Conditions"**: The agreement in force between Zebra (or one of its affiliates) and the Customer governing the purchase of the Service, or in the absence of such agreement the regional Zebra standard terms and conditions of sale included with or referenced in Zebra's order acknowledgement.



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