

Entrust Datacard Corporation Limited Warranty



Including the Following Products:

- SD Series Card Printer
- SD460 SLM



888.682.6567
SUPPORT@COLORID.COM
COLORID.COM

Inspection of Product Upon Receipt

The following warranty applies to your Datacard® SD Series Card Printers and SD460 SLM ("Printer"). You must examine all components of your Printer delivered to you herewith immediately upon receipt. In the event that any component is missing, damaged or visibly defective, you must notify Entrust Datacard or the Entrust Datacard authorized service provider who sold you the product, within thirty (30) days from the date of delivery of the product. If you fail to give notice as required, you will be deemed to have accepted the product and waived any claim you may have against Entrust Datacard and/or the Entrust Datacard authorized service provider with respect to damage or defects discoverable at delivery.

Product Warranty

Entrust Datacard warrants that a new Printer will be free from defects in materials or workmanship for a period of thirty-six (36) months for the SD260*, SD360*, and SD460 from the date of shipment from Entrust Datacard, or, with proof of purchase, from the date of purchase by End-User Customer, whichever is later.

Entrust Datacard warrants that a new Printer will be free from defects in materials or workmanship for a period of twenty-four (24) months for the SD160* from the date of shipment from Entrust Datacard, or, with proof of purchase, from the date of purchase by End-User Customer, whichever is later.

The warranty for a factory-refurbished Printer is ninety (90) days from the date of shipment or, with proof of purchase, from the date of purchase by End-User Customer, whichever is later.

If the Printer proves to be defective in materials or workmanship during the warranty period, Entrust Datacard will, at its option, either repair or replace the Printer or refund the price paid for the Printer. Any new Printer that is repaired or replaced under the warranty will be warranted for the remainder of the original warranty period or ninety (90) days, whichever is longer. A factory-refurbished Printer that is repaired or replaced under the warranty will be warranted for the remainder of the original warranty period.

* For India and South Asia, 18-month standard depot warranty.

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Printhead Warranty

Entrust Datacard warrants that the thermal printhead delivered with your Printer (“Printhead”) will be free from defects in materials or workmanship for a period of thirty-six (36) months for the SD260*, SD360* and SD460 from the date of shipment from Entrust Datacard, or, with proof of purchase, from the date of purchase of the Printer by End-User Customer, whichever is later.

Entrust Datacard warrants that the thermal printhead delivered with your Printer (“Printhead”) will be free from defects in materials or workmanship for a period of twenty-four (24) months for the SD160* from the date of shipment from Entrust Datacard, or, with proof of purchase, from the date of purchase of the Printer by End-User Customer, whichever is later.

If the Printhead proves to be defective in materials or workmanship during the warranty period, Entrust Datacard will, at its option, either repair or replace the Printhead or refund the purchase price, pro-rated to reflect wear and tear. A Printhead that is repaired or replaced under the warranty will be warranted for the remainder of the original warranty period or ninety (90) days, whichever is longer. All Printheads replaced under warranty will become the property of Entrust Datacard.

Exceptions

Printer or Printhead replacements, repairs, adjustments or parts replacements that are the result of accident, abuse, misuse, use in an unsuitable operating environment, unauthorized modification or maintenance, or the use of peripherals, supplies or software that are not supplied by Entrust Datacard are not covered by the warranty and will be charged using Entrust Datacard’s then-current rates. All parts replaced under warranty will become the property of Entrust Datacard. To the extent that the use of non-genuine supplies (media and/or ribbons), printheads, or batteries shall have caused any defect in the printer on which a claim is made, any claim for service under this Agreement shall be null and void and the user shall be responsible for Entrust Datacard’s then-current charges for labor and materials to repair such defect.

* For India and South Asia, 12-month printhead warranty.



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Warranty Return Procedure

In order to make a warranty claim, you must first contact either Entrust Datacard (see below) or the Entrust Datacard authorized service provider noted on the packing slip. You will be responsible for packaging the warranted item and for the cost of freight and insurance to ship it to the designated Entrust Datacard or authorized service provider location. Entrust Datacard or the authorized service provider will bear the cost of freight and insurance to return the item to you.

US Phone number:	1-800-328-3996
North America	Email: north.america.cust.serv@entrustdatacard.com
Latin America and Caribbean	Email: americas@entrustdatacard.com
Europe, Middle East and Africa	Email: emea.customer.service@entrustdatacard.com
Asia Pacific	Email: dcap.admin@entrustdatacard.com

Limitation of Liability

The foregoing warranties are in lieu of any and all other warranties, express or implied, including, but not limited to, any warranty of merchantability, fitness for a particular purpose and/or non-infringement.

Your sole remedy for breach of this limited warranty shall be as expressly set forth above. Neither Entrust Datacard nor the reseller of the instant issuance system shall be liable to you for incidental, consequential, special, indirect or other similar damages or claims, including loss of profits, loss of use, or any other commercial damage even if Entrust Datacard has been advised of the possibility of such damages, and in no event shall Entrust Datacard or its reseller's aggregate liability for any damages to you or any third party exceeding the price paid for the instant issuance system, regardless of the nature or form of the claim.



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