**cab 系列产品保固条款适用条件:**

1. 保固条款系适用 cab 直接销售之客户，以备品更换提供保固服务。非直接销售之客户维修保固，须向原购货厂商要求保固。如循 cab 原厂保修,将酌收检测维修费用及回运运费等相关延伸费用。

2. 保固期间内保固更换备品，其保固间延续至原品保固期满为止。原损坏之不良品皆须寄回原厂以更换备品。

3. 保固维修方式系以原包装寄回 cab 维修更换，维修完毕货运寄回。双方各负担单程运费。维修机器需以完善包装寄回以避免运输损坏，运输损坏不适用保固条款。

4. 保固期间须提供以下产品资料

   - 产品型号及料号

   - 产品序号

   - 产品问题描叙

   - 条码打印机状态打印页 Status print

5. 保固期间依各产品说明

   **5.1 条码打印机 EOS、Mach4、A+、XD、XC、 Hermes +系列产品:**

   全系列条码打印机产品，在正常使用状态下发生故障时，提供自 cab 出货日起 24 个月保固期。

   5.2 **打印头：** 在正常使用状态下发生故障时，随条码打印机出货搭载之打印头，提供自 cab 出货日起 25 公里打印长度或是 6 个月(以优先达到者为标准)保固期 ;单独购买之打印头 ,提供自 cab 出货日起 25 公里打印长度或是 6 个月的保固期(以优先达到者为标准)。

   **5.3 贴标机产品保固条款(适用 Hermes+系列手臂机种及 A-1000):**

   在正常使用状态下发生故障时，提供自 cab 出货日起 12 个月保固期。消耗性零件除外，如: 吹管, 垫片胶膜及空气净新滤管。

   5.4 **配件:** 在正常使用状态下发生故障时，提供自 cab 出货日起 12 个月保固期。

   **裁刀 CU、PCU、ST4 系列及 EOS、Mach4 系列用裁刀：** 本裁刀仅适用于裁切不含黏胶的标签纸及规格内厚度材质，在正常使用状态下发生故障时，提供自 cab 出货日起 12 个月保固期。消耗性零件除外，例如刀片。

   **5.5 Maestro 系列产品:**

   在正常使用状态下发生故障时，提供自 cab 出货日起 12 个月保固期。备注 : 消耗性零件除外, 例如: 皮带、上下圆刀及下直刀。

6. 保固除外条款

   6.1 产品经自行改装后则不再提供保固。

   6.2 产品在非正常使用、超出产品使用规范、不正确维修保养或是连接使用非 cab 原厂认证之外接模块而造成的质量异常皆不在保固范围。

   6.3 打印头、刀片与消耗性零件（如：皮带、滚轴、培林、轴承等）不列入此保固范围。

   6.4 保固内更换之打印头及条码机状态栏印页(Status print) 须送回原厂检测，以判定是否属合理使用及符合保固条件。印字头外部损伤刮痕及不当清洁等、超额负载加压加热使用、或使用不合规格之标签碳带耗材则不为保固范围内。

## TERMS AND CONDITIONS OF WARRANTY

1. The following terms and conditions of warranty shall apply to the direct sale of the products from cab (Shanghai ) Trading Co., Ltd. ("cab Shanghai") to the purchaser. During the warranty period and provided that the product was used under normal conditions, you will be entitled to the repair service and replacement parts, free of charge, arising from defects in the materials and workmanship of the product . If not buying from cab Shanghai directly, please contact original supplier for warranty service, otherwise inspection or repair service will be charged to verify the malfunction of product, as well as shipping freight and other cost if occurred.

2. During the warranty period, defect parts shall be sent back for repair or replacement. Products or parts, which are repaired or replaced by cab Shanghai under warranty, shall be warranted for the balance of the original warranty period.

3. Original cab packaging should be used for shipping. With improperly packaging the warranty claim might be endangered by potential transport damages. cab Shanghai is not responsible for further damage caused to the unit due to inadequate packaging. All returned items shipped to cab Shanghai must be freight prepaid and cab Shanghai will prepay the return freight.

4. To verify a warranty claim, cab Shanghai needs the following details:
   - device designation, model name and part number.
   - serial number of product
   - detailed description of the malfunction.
   - print head with Status print for printing system

5. The following divergent warranty periods form the basis of the respective product line:
   - 5.1 Label printing systems, including EOS, Mach4, A+, XD, XC, and Hermes+ printer series - 24 months
   - 5.2 Printheads label printing systems - 6 months or 25 km in printing length, whatever comes first
     ( Remarks: Label/Ribbon material is to be authorized by cab in advance)
   - 5.3 Applicator, including A-1000 and Hermes+ applicator series - 12 months
   - 5.4 Option accessories and parts - 12 months (not including Blade of CU、PCU、ST4、EOS、Mach4 cutter)
   - 5.5 PCB Separator, including Maestro series and Hector series - 12 months (not including Upper/Lower/Linear Blade)

6. Exclusion from warranty
   - 6.1 Product is modified.
   - 6.2 If a defect as to quality results from the connection of a contractual product with a product not made by cab or otherwise results from bad maintenance, assembly error, improper use or storing warranty is excluded.
   - 6.3 Wear parts (e.g. drive roller, brake, slipping clutch) and consumable parts (e.g. blade, Regulator filter, sliding foil/foam) are excluded from the warranty.
   - 6.4 External damages of the printhead surface (e.g. scratches), deficient cleaning or overheating of the printhead is not covered by warranty. The assembly of a new printhead has to correspond to the EMV-regulations for the time being.