

## Warranty Policy 2015

### Tape Dispensers, Label Dispensers and Non-Adhesive Cutters

START International warrants all parts on the following machines against defects in design, materials and workmanship:

1080 Days Parts	720 Days Parts	360 Days Parts	180 Days Parts	60 Days Parts	30 Days Parts
360 Days Labor	360 Days Labor	180 Days Labor	90 Days Labor	30 Days Labor	30 Days Labor
LD6000 - LDX6000 Series	LD3000	LAB01	TBC series	ZCM0300	ZCM0800 Series
LD8000 - LDX8000 Series	LD3500	TDA080 Series	TDA025B		ZCM0900 Series
DC6000 Series	LR4500 Series	TDA150 Series	ZCUT3 series		LAP65 series
		TDW019	zcM1500		SL Series
		zcM1000 Series	zcM2500		
		zcM1100 -zcM2200 Series			

Parts excluded from warranty are cutting blades, silicone rollers, cutter liners, plastic guides and any part considered a wear part.

### Optical Inspection Products

START International warrants loupes, magnifiers and microscopes for a period of 1 year against defects in design, materials and workmanship.

### Specialty Products

START International warrants the Coppertron (SM6000) for a period of 180 days from the date of purchase, against defects in design, materials and workmanship. ThePen (flux pen) is warranted against defects in design & workmanship, this product must be tested prior to purchase.

### Process

Please contact your customer service representative to describe the nature of your problem to determine if your product is covered under warranty. If it is determined that your product is covered under warranty you **must request a RMA number**. Shipping a product to us without a RMA # may delay your service. Please make sure to package your product properly with an excess amount of packaging material in order not to expose your product to shipping damage. Shipping damage is not covered under warranty.

### Freight

All warranty serviced products must be returned to START International prepaid. START International will return the product back to the customer via preferred carrier at START International's expense. (Premium Freight service (FedEx Priority, UPS Red, etc.) is offered at the customer's expense.)

Our sole obligation under this warranty is limited to repair, replacement, or credit of the purchase price, at our option, for the machines listed above, which do not perform properly the function for which they were designed.

Warranty repair is contingent upon our examination and determination that alleged defects have not been caused by misuse, abuse, improper installation or application, repair, alteration, accident or neglect in use, storage, transportation, or handling.

The above warranty and remedy constitutes START International's sole liability hereunder and are in lieu and exclusive of all other warranties and remedies expressed, implied or statutory, including, but not limited to, those of merchantability and fitness for a particular purpose.

START International reserves the right to revise this policy at any time.