

ZKTeco USA Limited Hardware Policy and Warranty

ZKTeco USA provides a limited hardware warranty.

Reference table below which includes product lines and associated warranty terms:

PRODUCT NAME	Number of Months of Warranty
HBL100B	12 months
ML200	12 months

ZKTeco USA LLC warrants that the product hardware will be free from defects in materials and workmanship. ZKTeco USA (“ZK”) extends a limited warranty, only to customers who purchase hardware or equipment from ZK’s authorized distributors. During the warranty period, ZK will repair or replace, at its option, parts found to be defective during that time. Claims must be submitted within the warranty period by email to (support@zktecousa.com) only.

ZK sells its products through OEM manufacturers, distributors, and dealers worldwide. ZK provides technical support and hardware warranty only to the original purchaser or authorized dealers. ZK does not provide direct support to the end user. End-user customers must contact their respective ZK supplier for technical support and warranty services.

The warranty does not apply if:

- (a) the product is damaged by accident, improper use, or negligence of the customer.
- (b) attempts have been made to repair or alter the product by anyone other than those authorized by ZK, or as by parties certified and trained by ZK in advance.
- (c) the serial number or ID labels are removed or tampered with.

The warranty provided by ZK hereunder does not include warranty, support and/or maintenance of any third-party software or hardware, whether or not such third-party software or hardware is provided by ZK. ZK is not required to provide any services for problems arising out of: (i) customer’s failure to implement maintenance or features issued under the applicable product sale agreement or as mentioned in the manual; (ii) any alterations of or additions to the products performed by parties other than ZK; (iii) accident, negligence, or misuse of the products (such as, without limitation, operation outside of environmental specifications or in a manner for which the products were not designed); (iv) damage caused during installation; (v) damage caused by the equipment or system with which it is used; (vi) damage caused by repairs not made by ZK (vii) damage caused by lack of ESD protections; (viii) damage caused by improper power input and output; or (ix) interconnection of the products with other products not supplied by ZK. ZK shall only be obligated to support the then-current version of the products and the immediately prior version.

UNDER NO CIRCUMSTANCES SHALL ZK BE LIABLE FOR ANY LOSS OR DAMAGE, DIRECT, CONSEQUENTIAL, OR INCIDENTAL, ARISING OUT OF THE INABILITY TO USE THE PRODUCT, INCLUDING, BUT NOT LIMITED TO, ANY INTERRUPTION OF SERVICE, LOSS OF DATA, LOSS OF CUSTOMER GOODWILL, LOSS OF BUSINESS OR ANTICIPATORY PROFITS, OR CONSEQUENTIAL DAMAGES FROM USE OF THE PRODUCT. IN NO EVENT SHALL ZK BE LIABLE FOR ANY LOSS OR DAMAGE, DIRECT, CONSEQUENTIAL, OR INCIDENTAL, INCLUDING LOSS OF PROFITS, ARISING OUT OF OR CONNECTED WITH THE SALE OR ANTICIPATED USE OF THE PRODUCT. IN NO EVENT SHALL ZKTECO USA BE LIABLE FOR COST OF PROCUREMENT OF SUBSTITUTE GOODS, LOST PROFITS OR ANY OTHER SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST DATA), HOWEVER CAUSED WHETHER OR NOT ZK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

In the event a product is found by customer to be defective during the warranty period, the customer shall contact ZK. A product shall not be deemed defective until: (1) it is evaluated by ZK Technical Support in person or via telephone, or by teams trained by ZK, (2) customer receives a Technical Support RMA number from ZK.

ZK's working hours are from M-F 9am-6pm EST. After a product is deemed defective, customer shall ship the product to ZK, with the RMA number clearly indicated on the shipping package and papers. Shipment of a repaired or replacement unit or spare parts within the lower 48 U.S. states will be shipped via ground carrier at ZK's expense within seven (7) business days after receipt of the failed unit, subject to spare parts availability. Shipment of a repaired or replacement unit outside the lower 48 U.S. states shall be at the purchaser's expense. See the Regional Variations Section below. A replacement unit or spare parts may be a new or reconditioned unit of equivalent or better value. ZK will use its best efforts to keep a reasonable quantity of the spare parts in its inventory.

For any product that is replaced, the warranty on the replacement product shall be 3 months from the date of shipment. For any product that is repaired, the warranty on the product shall be the remainder of the warranty period for such item.

The terms of the warranty are limited to the remedies as set forth herein. **THIS WARRANTY IS PROVIDED IN LIEU OF ALL OTHER RIGHTS, CONDITIONS AND WARRANTIES. ZK MAKES NO OTHER EXPRESS OR IMPLIED WARRANTY WITH RESPECT TO THE SOFTWARE, HARDWARE, PRODUCTS, DOCUMENTATION OR ZK SUPPORT, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, USEFULNESS AND/OR NON-INFRINGEMENT OF ANY THIRD-PARTY RIGHTS. ZK DOES NOT WARRANT THAT ANY PRODUCT WILL BE ERROR-FREE, OR THAT ANY DEFECT THAT MAY EXIST IN ANY PRODUCT CAN BE CORRECTED. THE SOLE REMEDY FOR ANY BREACH OF ANY OR ALL OF THE FOREGOING WARRANTIES SHALL BE REPAIR, REPLACEMENT OR REFUND OF THE COST OF ANY NON-CONFIRMING PRODUCT(S).**

ZK reserves the right, in its sole discretion, to change, revise, limit, expand or otherwise alter this warranty and any element thereof from time to time as deemed necessary.

Regional Variations – Outside of North America

Due to country-specific import and export regulations, customs and shipping authorization may take longer to obtain for some countries than for others. Warranty returns for customers outside of North America will be shipped within seven (7) business days after receipt of the failed unit or spare parts.