

This warranty policy applies when you purchased FingerTec brand of products that are sold by [FingerTec Worldwide Limited](#) and its worldwide authorised resellers and distributors. The warranty policy is limited to FingerTec's hardware components of the main devices that are developed by FingerTec Worldwide Limited and branded as FingerTec products (referred to as "FingerTec Products").

FingerTec Products are warranted under normal and proper use, against manufacturing defects for a period as stated below:

Warranted Parts	Standard Limited Warranty (For End-users)
All FingerTec Devices <b>Note:</b> Includes FingerTec AdapTec	36 months
Labour to fit Warranted Spare Parts and Components	12 months

**Note:**

- a. 12 months labour begins from the invoice date and only applies for customers who have purchased from Fingertec Australia and/or their resellers.
- b. Please note that all purchases starting 1 Jan 2014 are covered under FingerTec Global Product Warranty for 36 months for end users.
- c. All FingerTec Australia Warranty claims are Back to Base. The cost of shipping and customs duty involved in sending those items must be borne by the end user.

## 1. Warranty Initialization Date

Please refer to Invoice Date received from FingerTec Australia or their resellers as the Warranty Initialization Date.

1.1 This warranty is limited to defects in workmanship and/or parts. FingerTec Products are not warranted for:

**a. Loss or damage of FingerTec Product resulting from one or more of the following:**

- i. Improper installation, handling and maintenance of the equipment, and failure to obey operating instructions as specified by FingerTec such as being used in outdoor environment without proper protection for indoor models, liquid damage, extreme heat/cold conditions that go beyond design limit;
- ii. Leaking of batteries, sand, dirt, or water damage;
- iii. Electrical power surge, improper and/or communication link connection, or unstable power supply;
- iv. Use of unauthorised parts or service by other than our authorised agents;
- v. Serial number and/or warranty sticker is altered, removed, or damaged beyond recognition;
- vi. Alteration or modification which was not prior approved by FingerTec;
- vii. Shipping and/or transportation of the equipment.

**b. Unwarranted parts which include:**

- i. Front and rear casing of device

- ii. Key buttons
- iii. Scanner cap
- iv. 5V Adapter
- v. Prism

## 2. Warranty Processes

- 2.1 All warranty claims MUST be submitted complete with the required information fields in the [Digital Warranty Registration Form](#) to provide the best possible reparation and/or replacement service to our customers. FingerTec reserves the right to reject any warranty claim from any party that fails to provide any of the compulsory information specified.
- 2.2 During the warranty period, FingerTec will either opt to repair or replace any defective component which is within the warranty period.
- 2.3 FingerTec reserves the right to allow replacement the faulty part(s) on any FingerTec terminals with either a new or refurbished part within its warranty period. In an event where a part replacement is required within a terminal's warranty period, the extracted part(s) from the FingerTec terminal remains the property of FingerTec. Whether the replaced part is new or refurbished, the duration of the part's warranty is tied up with the remaining warranty period of the FingerTec terminal's.
- 2.4 FingerTec discourages End-Users/ Resellers to return a whole complete FingerTec terminal to FingerTec Worldwide for repair but in any event that this is required, FingerTec will perform the repair without any charge if the terminal is proven to be within Warranty Period. However, the cost of shipping and customs duty involved in sending and receiving those items must be borne by the End-Users/ Resellers. In any case that the returned FingerTec terminal has passed the warranty deadline, it will be the responsibility of the End-Users/ Resellers to pay labor charge and costs of the parts shown in [Appendix B](#). To view the FingerTec Repair Flowchart, refer to [Appendix C](#).
- 2.5 FingerTec Resellers who have qualified technician(s) are encouraged to apply for [FingerTec Advanced Repair Program](#), a program that allows resellers to repair defective spare parts. Find out about this program at [tips.fingertec.com](http://tips.fingertec.com)
- 2.6 FingerTec places great importance on warranty labels as reference points; please do not remove the labels to avoid future complication. Defective parts that are without warranty labels are deemed void of warranty, and FingerTec will have the right to charge accordingly whenever required.

Sample of labels:

WARRANTY VOID IF BROKEN						<b>FINGERTEC</b>	Manufactured <b>JUNE 2014</b> <b>FINGERTEC</b>
<b>2013</b>	<b>2014</b>	<b>2015</b>					
JAN	FEB	MAR	APR	MAY	JUN		
JULY	AUG	SEP	OCT	NOV	DEC		

- 2.7 FingerTec will NOT be held responsible for loss of any data or programs in the FingerTec Product that was processed for a warranty claim. All users are strongly advised to perform a complete backup of all data before submitting their goods in for a warranty claim.
- 2.8 In the event that the FingerTec Product requires repair under warranty, end-users are responsible for the cost of transportation to and from the FingerTec service location. FingerTec will not be held responsible for any damage or loss of goods resulting from transportation of the warranted product to and from the FingerTec service location.

Transportations of goods are at the risk of the End-user / Reseller. Resellers are eligible for [Spare Parts Allocation Scheme initiated by FingerTec Worldwide \(refer to Appendix A\)](#) and they are encouraged to stock spare parts to ease maintenance.

### 3. Declaration of Dead On Arrival (DOA) products

3.1 Dead on Arrival (DOA) refers to products which are not able to be switched on, or is functioning exceptionally out of the ordinary when the goods have reached the destination of delivery, and is not caused by any of the circumstances stated in 1.1(a) above.

3.2 In the event that a FingerTec Product is DOA, FingerTec is to be notified about the DOA goods within 30 working days from the date of receipt.

3.3 Declaration of DOA goods are to be done through an official email drafted to FingerTec ([info@fingertecaustralia.com.au](mailto:info@fingertecaustralia.com.au)) as well as to any other parties concerned.

**Note:** Resellers/distributors of the DOA product are to still submit a claim via the Digital Warranty Registration Form with the date of receipt of the DOA product listed in the Description of Problem field.

3.4 FingerTec will then proceed to replace the product(s) that was declared DOA after processing the relevant information and/or confirmations, and will bear all transportation cost, except custom cost.

3.5 FingerTec reserves the right to request the return of all goods declared as DOA at any point of time. In such an event, FingerTec will bear all transportation and customs cost for all the return goods.

### 4. Limitation of Liability

4.1 FingerTec shall not be responsible for loss or damage to the goods which may be caused during transportation.

4.2 FingerTec is not responsible for any damage to or loss of any data, programs or removable storage media of any kind. FingerTec is not responsible for or obliged to perform any restorations or reinstallations of any programs or data other than software and/or interface installed by FingerTec during the manufacture of the FingerTec Product.

4.3 FingerTec will not be held responsible for any business damage in terms of lost profits or savings, business interruption, loss of use or any other commercial or economic loss of any kind apart from those stated above.

4.4 This limitation of liability will be effective even if you have advised FingerTec, or an authorised representative of FingerTec of the possibility of the damages, even if such possibilities were reasonably foreseeable.

4.5 In the event that FingerTec determines that the damage or failure that exists within the product is not covered by the warranty, the Reseller will be contacted to determine whether the damage or failure should be repaired for a fee or whether the product should be returned back to the Reseller in the same condition as it was received. FingerTec will not cover any transportation, handling and/or customs charges whatsoever.

4.6 FingerTec resellers are responsible to return all under warranty defective parts/products to FingerTec Worldwide preferably within 3 months period and at most 5 months period. FingerTec Worldwide has the rights to impose charge(s) on resellers if they fail to return the said parts after a period of 6 months. Defective parts that are over warranty period shall not be returned to FingerTec Worldwide.

### **Note for end-user**

- End-Users are to submit their warranty claim directly to the person who they have purchased the product from such as authorised FingerTec resellers or distributors.
- End-users and Resellers are required to keep their receipt of purchase of their FingerTec Product as a proof of purchase for a warranty claim.
- It is the responsibility of every end-user to ensure that the software of their FingerTec Products is up to date.
- Before sending in a product for a warranty claim, End-users/ Resellers are strongly advised to backup all their current data in their FingerTec system. This is because the repair/replacement process for warranty claim might require the removal of all current data for the product to run smoothly. FingerTec will not be held responsible for any loss of data from the FingerTec product during a warranty claim.
- It is the responsibility of every end-user, as stipulated above, to arrange the cost of transportation and handling of all FingerTec products sent in for repair/replacement whether or not the product is under warranty.
- End-users/resellers should ensure that their product(s) are properly packaged before sending it to FingerTec so as to ensure no damage occurs to the product during transit.

Last Updated 13/02/2019