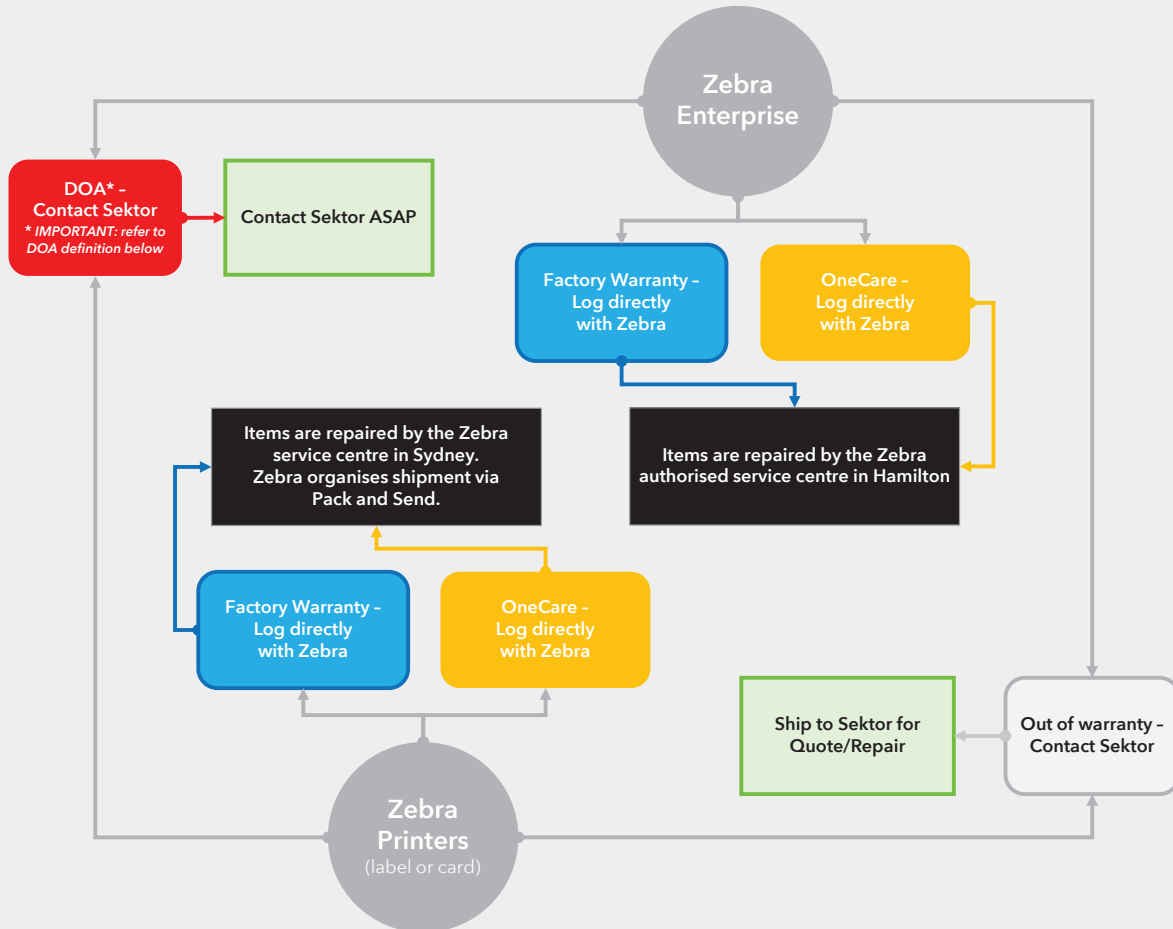


ZEBRA PRODUCT RETURNS GUIDE



Factory Warranty Explained

All Zebra products by default comes with factory warranty of 12 months unless specified in the warranty exceptions list. This includes dead-on-arrival and factory faults but does not include accidental breakages, wear and tear or misuse.

Full Terms & Conditions

<https://www.sektor.co.nz/terms-and-conditions>

Warranty Exceptions by product

<https://www.zebra.com/ap/en/support-downloads/general/Warranty/product-warranty-exceptions-list.pdf>

Zebra Printer Online Repair Portal

<https://www.zebra.com/ap/en/support-downloads/request-repair/printer-ro-apac.html>

Unsure about your warranty status?

Products bought from Sektor Ltd can be tracked for standard warranty. Please email the serial number of your product to support@sektor.co.nz for verification.

Please email zebraonecare@zebra.com for products with OneCare or service contract.

*Dead on Arrival (DOA) Definition

A DOA is defined as a product that fails documented performance specifications within 30 days of the end user's invoice date.

Please contact our Support Team on 0800 735 867 or support@sektor.co.nz immediately to verify a DOA product. A return authorisation number and return instructions will be provided via email following fault diagnosis of the product.

Products returned to Sektor Ltd as DOA requires a return authorisation number and needs to be as new and in original packaging. DOA products returned to Sektor Ltd not in as new condition will be sent to Zebra for repair and replacement item sent out will be invoiced.

DOA products returned to Sektor Ltd without a return authorisation number will be shipped back to sender and freight charged to sender's account.