

## STANDARD SUPPORT PRICE POLICY

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### Support Coverage

Post-sales support is available for customers and resellers who purchase products from JADAK directly. Support (exclusive of RMA support) may also be provided to customers of JADAK distributors, if the legal agreement with the distributor specifies this.

### Warranty Support Includes:

- 1 year of unlimited e-mail support from the time of purchase.
- All support cases are initiated by sending an email directly to [rfid-support@jadaktech.com](mailto:rfid-support@jadaktech.com) so that a case is created with the customer email address.
- Firmware, software documentation, and on-line help are available from the JADAK web site for all products (<http://www.jadaktech.com/documentation/>).
- Phone support is available as mutually agreed upon and scheduled.

### Consulting Services

Services, such as approving customer hardware design, software implementation, tag selection, antenna selection, or other RFID system design services are “consulting services.” Please contact [info@jadaktech.com](mailto:info@jadaktech.com) to request a proposal.

### Extended Hardware Warranty

All ThingMagic RFID products include a 1 year hardware warranty. 1-year extended hardware warranties are available for finished readers only (not modules or accessories) for 15% of the reader list price. Extended warranty contracts must be purchased within 12 months of the reader purchase date.

### On-site Support

On-site support is available as mutually agreed upon and scheduled at as “consulting services.” Please contact [info@jadaktech.com](mailto:info@jadaktech.com) to request a proposal.

### RMA Policy

JADAK will issue an RMA (Return Material Authorization) for a ThingMagic RFID product purchased directly from JADAK and received as defective or failed during the warranty period when installed and operated as specified in the User Guide for that product. JADAK will issue an RMA number upon receipt of sufficient information about the product purchased and the symptoms of its failure. When the defective product is received and the defect is further confirmed (if necessary), a replacement part will be sent to the customer. Product repair services are not available.