

SewooCare Service Plan

SewooCare protects your SewooThermal Printers from accidental damage, product defects, wear and tear, failures and any other damage that occurs when the printer is used for its designated purpose.

Plus, you'll get email and phone support, 24/7 access to important product information and a set commitment on replacement unit turnaround time. The price paid for the service plan includes an initiation fee for data entry and system setup services for the plans purchased.

SewooCare Includes:

- Replacement unit sent immediately after inspection of damaged unit.
- Protection for accidental damage, wear & tear, failures and product defects (Including Print Heads).
- Set pricing for the term of coverage on a 2 year service agreement.
- Priority support service
- Monday – Friday email and telephone technical support
- 24/7 online access to support and other product information

Full SewooCare documentation below:

MobileWorxs only works with trusted partners in the thermal printing industry who supply 2 year min Limited Manufacturer's Warranty, included in the price of the product. Nonetheless, accidents happen and tough environments such as manufacturing facilities, warehouses, and field services, can take a toll on even the best made thermal printers, thus, we have created the enhanced SewooCare package. This supports your printer for 2 years, starting on the date of dispatch from MobileWorxs.

SewooCare offers the following benefits:

- **Business Continuity:** As soon as we have inspected your damaged unit we send your replacement out to you.

- Accidental Damage Cover: MobileWorxs recognises the real world can be a dangerous place for technology. So long as your printer was damaged while being utilised for its intended purpose, there are no additional repair charges.
- Cost Control: Your business has a fixed price of ownership, for your thermal printer. Even Thermal Printhead cover.

Process & Coverage:

Upon an issue with the thermal printer being noticed a call should be placed to MobileWorxs (+44 (0)1905 799555) or an email sent, outlining the issue, to support@labelworxs.com.

MobileWorxs will endeavour to fix or resolve the issue through a variety of means. Containing but not limited to remote log in to PC's& telephone support.

If it is not possible to resolve the issue remotely, the printer shall be packed up for shipment (by the customer). In the box they received it in and sent via trusted courier.

Upon receipt of the damaged unit MobileWorxs will inspect the device and issue a report back to the client. This report will be sent within 5 business days of receipt of the damaged unit. Though the replacement printer may be sent immediately after inspection.

The report shall contain: a diagnosis of the issue; our hypothesis of how the issue was caused; a recommendation of how to avoid that issue in future and if the client is liable for a further charge.

MobileWorxs retains the right to charge for repair work (including but not limited to); where it is deemed the fault/issue was caused by the printer being used in a manner it was not designed for or the damage was deemed to be deliberate or the printer shows signs of obvious neglect.

MobileWorxs will keep the customer informed throughout this process, informing them of all important shipping information& any additional costs, before that work takes place.

Coverage does not include theft or loss of your device.

Authorisation & Shipping:

All products covered by this plan will be serviced at MobileWorxs HQ or their designated Service Centre. Any servicing of units covered under the service plan, by a provider other than MobileWorxs or it's designated service centre, may invalidate this agreement.

In order to obtain service under this MobileWorxs Care Service Plan, the customer must notify MobileWorxs of the claimed defect before the expiration of the plan coverage period and obtain from MobileWorxs a return authorisation number (RMA). The RMA is for return of the product to MobileWorxs HQ or their designated service centre.

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Unless otherwise instructed by MobileWorxs, all products returned for service under this plan are to be shipped to the above address. The customer is to ensure secure and safe packing for the unit. MobileWorxs will organise shipping of all units (to and from the customer) using a prepaid shipping label.

The MobileWorxs supplied RMA form must be included in the shipping container. Returns without an RMA form may be rejected. Where possible product must be re-packaged in its original factory shipping packaging when returned for service. Do not include accessories unless instructed or if they are suspected to be the cause of the issue.

Do not use foam peanuts in packaging. This material is not anti-static and may damage the electronic components.

Product shall be returned to MobileWorxs in clean condition. If product returned is extensively dirty, MobileWorxs may choose, in its sole determination, to refuse the product for repair and send product back to customer, or clean the product and charge the customer a £45 cleaning fee. MobileWorxs assumes no liability for damage or loss in transit.

Exclusions:

Coverage shall not apply to any claimed defect, failure or damage which MobileWorxs determines was caused by: abuse, neglect, improper use of product; failure to provide product maintenance, including but not limited to cleaning of the printhead in accordance with product reference guide; installation or service of product by other than a Certified MobileWorxs Service Technician; use of product with any other instrument, equipment or apparatus; modification or alteration of product or units with Warranty Void labels that have been tampered with. External cables due to scratching, stains or other degradation will not be covered. Under SewooCare, items not covered are those from intentional acts, fire, loss, theft, normal wear (cosmetic) not affecting functionality, improper maintenance, and/or modification by anyone other than a Certified MobileWorxs Service Technician. Consumable parts are not covered under

MobileWorxs Care. Consumable items would be batteries, printing on the fascia, ribbons, print media and power supplies.

For more information about how to raise an authorised repair, please email support@labelworxs.com – State your device model and serial number.