

## Out of Warranty Flat Rate Repair Fees

### *Repair Information for Primera CD/DVD and Desktop Label Printer Hardware*

If your Primera CD/DVD or desktop label printer product is beyond its limited warranty period (Out of Warranty) or is not covered by an Extended Warranty and it needs to be serviced, Primera's depot repair facility in the USA will be pleased to repair it on a flat fee basis.

Flat fee pricing includes parts, labor, upgrades, return ground shipping and applicable sales tax but **excludes** the replacement of main circuit boards, Blu-ray Disc™ Drives, physically damaged housings or cabinets and international return shipping; extra fees for these items will apply.

The flat fees are as follows:

Model	Flat Rate	Model	Flat Rate
Accent/Accent II	\$400	DS360 Shredder	No longer supported
ADL-100	No longer supported	Dup07 Tower	\$350
ADL-MAX	\$400	EP-100	No longer supported
AP360/AP362	\$300	Impressa I	No longer supported
Bravo (original model)	No longer supported	Impressa II/III**	\$500
Bravo II	\$350	Inscripta	\$400 (includes print head if necessary)
Bravo XR	\$350	LX200 / 400	\$250
Bravo XRn	\$400	LX800/810	\$300
Bravo XRP, 4100 XRP	\$400	LX900	\$300
Bravo SE	\$250	Optivault	\$350
BravoPro, Pro Xi/Xi2	\$350	Pictura 310S	No longer supported
Bravo 4100 Series	\$350	PX450	\$350
Composer XL**	\$350	RW-12 / RX-12	\$250
Composer Plus**	\$350	Signature (original)	No longer supported
ComposerPro**	\$350	Signature II, III, IV	No longer supported
ComposerMAX**	\$450	Signature Z1	No longer supported
Conductor	\$350	Signature Z6	\$350
Cyclone	No longer supported	SignaturePro	No longer supported

\*\*Repairs subject to part availability. Contact Tech Support for details.

To arrange for Out of Warranty service, please call Primera Technical Support at (800) 797-2772 or (763-475-6676. Technical Support hours are Monday-Friday 8:00 AM to 6:00 PM Central Time.

For all other Out of Warranty product service fees please call Primera Technical Support for a quote.

Accepted methods of payments are:

- Credit card (Visa, MasterCard, American Express and Discover)
- Paypal
- Pre-payment by wire transfer or check (check payments take 10 business days to clear before shipment is released)

All Out of Warranty repairs carry a 90-day guarantee.

If no problem is found when a product is sent in for repair, Tech support will contact the customer to ask for additional information, request samples or request source material. If no problem is found after these measures are exhausted, the customer will not be required to pay the flat fee rate. Instead a \$100 service fee which includes return shipping will be charged.

For LX Series label printers that have only a label jam or stuck label a separate flat rate of \$200 will be charged.

The above listed Out of Warranty repair costs are subject to change at any time without notice so please confirm prices when contacting Primera Technical Support.

The customer is responsible for paying postage and handling charges into Primera's depot service center for Out of Warranty repairs of the product. These postage and handling charges are non-refundable by Primera. Primera strongly recommends that you fully insure the Out of Warranty product when shipping to the depot service center. Insuring the product is for your protection as Primera is not responsible for products that are lost or damaged in transit by the shipping carrier. We suggest that you use a traceable carrier. A traceable carrier provides a tracking number for each package in transit. Traceable carriers include such shipping companies as UPS, FedEx and USPS Priority Mail with Delivery Confirmation. If the product is lost in transit, a tracking number helps you locate the missing product.

Upon completion of the Out of Warranty repair Primera will ship the product back to you via FedEx Ground at Primera's expense. For International customers the flat fee includes up to \$100 toward return shipping. If you prefer expedited return shipping by air, you are responsible for paying the difference between ground and expedited shipping charges.

Primera is not responsible for any damage to or loss of any programs, data, or other information stored on any media or any part of any Out of Warranty Product serviced. IN NO EVENT WILL PRIMERA BE RESPONSIBLE FOR INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS) REGARDING THE REPAIR OF YOUR PRODUCT.

This pricing is effective for RMAs created after June 21<sup>st</sup> 2011.