

OEMEQ Thermal Printhead Warranty Policy

SSI Incorporated's policy for OEMEQ thermal printheads is to give the same warranty as the OEM for each specific product. If the warranty period has not expired, the return policy is as follows:

Call or e-mail SSI Incorporated for an RMA (Return Material Authorization) number for the product in question, with a serial number and product type. The time clock starts for the warranty period on the day when the product is physically delivered to our customer. The time clock ends when you notify us of a warranty issue for that product. The product must then be received into SSI Incorporated within the next 5 business days from the date of assignment of the RMA for evaluation. Disposition of the warranty claim will normally be made within 3-5 business days following receipt of the product. Every effort will be made to expeditiously report the warranty results back to our customer for maximum customer satisfaction.

If the product is determined to be defective and the defect covered by the warranty, SSI Incorporated will then replace the used product with the brand new product, with SSI Incorporated paying for the freight charges. In the case of a warranty replacement, the original product will not be returned to the customer.

In the event the product is not defective or the defect is not covered by the warranty, the product in question will be returned to our customer in the next normal product shipment, with a report on the modality of failure.