

## KEPS Warranty Policy

Effective Date: October 19, 2025

Thank you for choosing KEPS – Kitchen Expiration Printer System. We stand behind the quality and performance of our products. This Warranty Policy outlines the terms and conditions under which KEPS provides warranty coverage for its devices and accessories.

### 1. Warranty Coverage

KEPS warrants that all devices, including printers, PDA units, and accessories, will be free from defects in materials and workmanship under normal use for a period of 12 months from the original date of purchase. This warranty applies only to products purchased directly from KEPS or authorized distributors.

### 2. What Is Covered

During the warranty period, KEPS will repair or replace (at our discretion) any product or component that proves defective due to:

- Manufacturing defects
- Hardware malfunctions not caused by user error
- Internal component failure under normal operating conditions

### 3. What Is Not Covered

This warranty does not cover:

- Damage caused by improper use, accidents, drops, spills, or neglect
- Damage caused by unauthorized modifications, repairs, or third-party software - Normal wear and tear (including label heads, buttons, batteries, or cables)
- Cosmetic damage that does not affect functionality
- Issues caused by using non-approved power supplies, cables, or label rolls

### 4. Warranty Service Procedure

To obtain warranty service:

1. Contact [support@kepsprinter.com](mailto:support@kepsprinter.com) with proof of purchase and a description of the issue.
2. A support representative will provide troubleshooting steps and service instructions.
3. If necessary, you will receive an RMA (Return Merchandise Authorization) and return instructions. Products must be returned in their original packaging or equivalent protective materials.

## 5. Replacement Policy

If the product cannot be repaired, KEPS may replace it with:

- A new or refurbished product of equal or higher value, or
- A credit toward the purchase of a new device.

Replacement parts or units are covered under the remaining original warranty period or 90 days—whichever is longer.

## 6. Limitation of Liability

KEPS is not liable for:

- Any loss of data, revenue, or profits
- Any indirect or consequential damages resulting from product use or malfunction
- Any third-party service or software issues connected to device use

The total liability under this warranty shall not exceed the original purchase price of the product.

## 7. Governing Law

This Warranty Policy shall be governed by and interpreted in accordance with the laws of the State of

North Carolina, USA.

## 8. Contact

For warranty claims or support, please contact:

- [support@kepsprinter.com](mailto:support@kepsprinter.com)
- KEPS – Kitchen Expiration Printer System

143 Langtree Shore Dr, Apt 1-205, Mooresville, NC 28117