

Zebra Hardware Products — Limited Warranty and Optional Coverage

Territory: United States

1. **Preamble & Definitions.** These provisions (“Zebra Hardware Provisions”) detail certain limited warranties and optional coverage offered by Zebra Technologies Corporation (“Zebra”) for certain Zebra devices resold by Vocera (“Zebra Hardware”). As used herein:
2. **Zebra Limited Warranty.** The Zebra TC51-HC and TC52 smartphones are manufactured by Zebra and come with a twelve (12) month Zebra limited warranty. Zebra accessories that contain a serial number come with a 90 day limited warranty. Zebra accessories that are not serialized come with a 30 day limited warranty. For details of this coverage, see <https://www.zebra.com/us/en/support-downloads/warranty/product-warranty.html>.
3. **Optional Coverage.**
 - 3.1 **Summary.** In addition to the standard Zebra coverage described in Section 2 above, Zebra offers optional coverage for diagnosis and repair of products damaged through accidental breakage or normal wear and tear. Optional coverage must be prepaid for a three-year term at the time of purchase. Pricing will be quoted upon request. This coverage provides for product repair at a Zebra-operated or supervised facility that employs the same test equipment and fixtures used in the manufacture of the equipment.
 - 3.2 **Details.** The optional coverages offered by Zebra are “Zebra OneCare Essential Service” and “Zebra OneCare Select Service.”
 - 3.2.1 **Zebra OneCare Essential Service.** Details of the Zebra OneCare Essential Service as of June 8, 2015 are available at www.vocera.com/sites/default/files/zebra-onecare-essential-sdd.pdf. Zebra may revise this document in its discretion. Please inquire as to whether an updated version is available as of the time of an order as Zebra’s most recent update will govern.
 - 3.2.2 **Zebra OneCare Select Service.** Details of the Zebra OneCare Select Service as of June 8, 2015 are available at www.vocera.com/sites/default/files/zebra-onecare-select-sdd.pdf. Zebra may revise this document in its discretion. Please inquire as to whether an updated version is available as of the time of an order as Zebra’s most recent update will govern.
4. **Vocera RMA Support Responsibilities.** Vocera is the first point of contact for requests for Return Material Authorization (RMA) for Zebra products purchased and fulfilled through Vocera. Upon receipt of an RMA request from a customer, Vocera Technical Support will determine whether the issue needs to be referred to Zebra or if Vocera will directly issue an RMA number to the customer. In the event that an RMA is required, Vocera will initiate the RMA process and will provide return shipping instructions to the customer, along with replacement tracking information. If the RMA request requires escalation to Zebra, Vocera Technical Support will refer the case to Zebra Technical Support, under the terms of the active Zebra OneCare Service (Select or Essential) based on the entitlement of the device for which support is being requested. Vocera will not provide support for Zebra products unless purchased and fulfilled through Vocera.
 - **Vocera Software Maintenance and Technical Support.** In addition to (a) the Zebra standard and optional warranty coverage described above and (b) the Vocera RMA support described above, Vocera also offers Software Maintenance and Technical Support for Vocera software. See http://www.vocera.com/sites/default/files/935-16001_Vocera_Software_Maintenance_and_Tech_Support-Rev_P.pdf for details.