



DISPENSERS LIMITED WARRANTY POLICY

Thank you for purchasing a Marketlab or Bowman Dispensers product.

Marketlab distributes its products, including Bowman Dispensers, through its worldwide network of authorized Marketlab distributors and our website, www.marketlab.com.

If you purchased through a distributor, please contact your distributor before contacting Marketlab Customer Experience.

If you qualify for a warranty based on the conditions below, please call Marketlab Customer Experience at 1-800-237-3604 Monday through Friday 8:00am - 5:30pm EST.

Warranty

Marketlab warrants its products for their intended use to be free from defects in material and workmanship, subject to the terms, conditions, and limitations below.

I: Warranty Period

The Warranty Period starts at the date of purchase of the product by the original purchaser under the original Purchase Order. The product may consist of several different parts, and different parts may be covered by various warranty periods.

The different Warranties Periods are:

- A. Metal: Marketlab will replace metal dispensers found to be defective for up to 7 (seven) years from the date of purchase. Metal materials included: aluminum, cold rolled steel, and stainless steel. (No warranty offered on coated-wire products.)
- B. Plastic: All plastic material dispensers found to be defective will be replaced for up to 1 (one) year from date of purchase. Plastic materials included: Acrylic, ABS, ABS fauxwood, PETG, Polycarbonate, and Sintra®.
- C. Carts: All Carts, mobile and stationary, found to be defective will be replaced for up to 1 (one) year from the date of purchase. These are products that have a combination of metal and plastic.

II: The warranty does not cover:

- Damages due to transportation.
- Damages due to improper use of the products or poor maintenance.
- Damages due to non-observance of the instructions or restrictions for use of the products as defined in the Marketlab Product Data Sheets (if available).
- Damages due to modification of the products.
- Damages due to any impact to the product, including the product being dropped or falling or being impacted by a person or another object.
- Damages due to unapproved cleaner or product.

Return Dispenser for Warranty Claim

Dispensers covered by this warranty must be returned to Marketlab by first obtaining a Return Material Authorization (RMA) number. A RMA number can be granted by contacting Customer Experience at



1-800-237-3604. Failure to obtain a RMA number prior to returning the dispenser to Marketlab will invalidate warranty.

Upon receipt of the defective product and following internal review, if deemed acceptable then the replacement dispenser will be issued, provided the following conditions are met:

- All returned dispensers must still have the product label attached, if applicable. If removed, warranty will be invalid.
- Warrantied dispensers must be returned in original packaging if possible, or packaged in a way to prevent additional damage when being returned.
- Marketlab may require photographic images prior to commencing return shipment to its facilities.
- Restocking fees may apply.

Limited Warranty, Disclaimer of Other Warranties:

The foregoing warranty is given in lieu of all other warranties, whether express or implied. Marketlab shall have no liability other than the repair or replacement of the product as stated above, and is not liable for consequential or incidental damages. THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE IS HEREBY WAIVED AND DISCLAIMED. No Marketlab authorized representative is authorized to provide any further warranty or make any further representations. THE IMPLIED WARRANTY OF MERCHANTABILITY IS HEREBY WAIVED AND DISCLAIMED.

Shipping Damage

All claims due to shipping damage must be reported to Marketlab Customer Experience at 1-800-237-3604, within 10 days of receipt.