

# BIXOCare Warranty Extension



# BIXOCare

**BIXOCare is BIXOLON's newly introduced warranty extension program. The extension adds two years of additional full\*<sup>1</sup> carry-in warranty support on our products. The extension warranty can be purchased up to 12 months after the original purchase of the device\*<sup>2</sup>.**

**Existing product warranty status' can be checked at: <https://bixon.com/warranty.php>**



\*<sup>1</sup> Excluded are accessories, lithium batteries, auto cutters (for Label Printer only) and damages which were caused by inappropriate usage.

\*<sup>2</sup> A proof of purchase and SN is to be provided within the ordering process.

# Terms & Conditions

- 1) The Warranty Extension can be purchased at the point of the product purchase. BIXOCare warranty extensions can only be bought from the same Business Partner from which the printer was originally purchased.
- 2) BIXOCare Warranty Extension can be purchased through authorised BIXOLON Business Partners.
- 3) The Business Partner must inform BIXOLON of the serial numbers and the sales receipt of the devices which should be covered by BIXOCare.
- 4) Excluded from warranty coverage are damages caused by incorrect usage of the printers, damages caused by inappropriate using the printers and defects caused by the use of consumables outside BIXOLON's specifications. The TPH warranty extension applies only during the life time specified in the official guideline document of the printer.

The warranty extension does not cover Lithium Batteries and Auto Cutters for Label Printers.

- 5) In case of a printer defect, it is the end-user's responsibility to send the product to the local business partner or directly to BIXOLON Service Center, Tiefenbroicher Weg 35, 40472 Düsseldorf, Germany.
- 6) All shipping costs to the designated repairing centres are to be covered by the end-user.
- 7) BIXOLON or their business partners do not have to commit to an exact time to the repair products under warranty.
- 8) Existing product warranty status' can be checked at: <https://bixelon.com/warranty.php>

# Products covered under BIXOCare's extended warranty programme

## BIXOCare-POS

\*Covering all Desktop POS Printers



## BIXOCare-M-POS

\*Covering all Mobile POS Printers



## BIXOCare-IND-1

\*Covering all Industrial Label Printers with 203 and 300dpi

## BIXOCare-IND-2

\*Covering all Industrial Label Printers with 600dpi



## BIXOCare-AID-X (1-3)

### BIXOCare-AID-1

\*Covering all standard desktop label Printers (SLP-TX-Series, SLP-DX-Series, SRP-E770III, SLP-DL410 and XD3-40)



### BIXOCare-AID-2

\*Covering stand alone Label Printers with a Display (XQ-840)

### BIXOCare-AID-3

\*Covering Linerless Label Printers (XL5-40)



## BIXOCare-M-AID

\*Covering all Mobile Label Printers





# BIXOLON

**a Better Solution for Your Business**

