



## Tag Warranty and Tag Buy-Back Program\*

### 1. Tag Ownership

Tags become the property of Customer when Customer's shipper accepts the tags. That is also the date of shipment.

### 2. Tag Warranty/Tag Buy-Back Program

Tags are guaranteed to function for one year from date of shipment. The warranty is prorated. If the tag is within 90 days from date of shipment, the Customer will receive a replacement tag.

All tags older than 90 days from date of shipment are warranted on a prorated basis, according to the following schedule:

- 91 - 180 days: 50% credit of the purchase price
- 181 - 270 days: 30% credit of the purchase price
- 271 - 365 days: 10% credit of the purchase price
- Over 365 days: Tag buy-back at \$10/tag\*

Customer will be issued a credit memo for an amount according to the schedule above.

\* Tag buy-back applies only to tummy tags, cut-band tags and bracelet tags. AssetWatch tags, StaffWatch tags and UrgenTag-Ultra tags are not eligible for tag buy-back.

### 3. What is Covered in Tag Warranty/Buy-Back

Tag malfunction is covered. Physical damage to individual tags, including water damage, is not covered. If Customer receives a box of tags that was damaged during transit, the entire box should be returned, unopened, to McRoberts. McRoberts will replace the entire box. Once a box is opened by Customer, individual tags are not covered for physical damage under the warranty and will not be bought back.

### 4. How to Trigger Warranty/Buy-Back

To trigger the warranty or buy-back, notify McRoberts Technical Support at [TechSupport@McRobertsTech.com](mailto:TechSupport@McRobertsTech.com) or (800) 776-7328, Option 2. McRoberts will provide you with a Return Authorization (RA) form. This form must be filled out and returned with the malfunctioning or out-of-warranty tag(s) to:

Fulfillment Department  
McRoberts Technologies  
409 Joyce Kilmer Avenue, Suite 111  
New Brunswick, NJ 08901