



Tag Warranty and Buy-Back Program*

Effective September 1, 2025

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

Tags are guaranteed to function for one year from date of shipment. If the tag malfunctions within one year from date of shipment, the Customer will receive a replacement tag. *This policy is predicated on the assumption that customers are storing tags according to manufacturer's instructions in individual fabric pouches provided by McRoberts and that the fabric pouches are stored in tag storage boxes provided by McRoberts.*

3. Tag Buy-Back Program

Tags over 365 days from date of shipment are out of warranty, and eligible for tag buy-back at \$10/tag. * Customer will be issued a credit. Credits are non-refundable.

* Tag buy-back applies only to tummy tags, cut-band tags, and bracelet tags. Asset and staff tags are not eligible for tag buy-back.

4. 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 replaced or bought back.

5. How to Trigger Warranty/Buy-Back

To trigger the warranty and/or buy-back, notify McRoberts Technical Support at TechSupport@McRobertsTech.com or (800) 776-7328, Option 2. McRoberts will provide you with a Return Authorization Request 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