



Zebra's End User Spare Parts Policy for Zebra Printers (NA and LATAM Regions)

Effective May 31, 2017, Zebra has unilaterally adopted the following policy (the “**End User Spare Parts Policy**” or this “**Policy**”) to set forth the conditions under which it will sell Spare Parts for Zebra Printers to End Users and their Independent Service Providers. Zebra may, in its sole and absolute discretion, change this Policy at any time. This Policy applies only to Zebra Printers and no other Zebra product categories.

Definitions

“**Aftermarket Kits**” shall mean genuine Zebra kits that are available to all resellers whether they are Zebra Printer Repair Specialists or not and shall include, without limitation, genuine Zebra platen rollers, batteries, packaging and printheads for certain product categories.

“**End User**” shall mean a business customer that has purchased or is leasing Zebra products for its own use and not for resale.

“**Independent Service Providers**” or “**ISPs**” shall mean legal entities selected by End Users as their repair service provider for the Zebra products owned or leased and used by the End Users, and who are authorized by Zebra to provide such repair services.

“**Printer Spare Parts Kits**” shall mean the product SKUs that Zebra and/or its distributors sells to Zebra Printer Repair Specialists for the repair of Zebra Printers by their trained and certified technicians. These include main logic boards, internal power supplies, motors, printheads for certain product categories, and other components that are necessary when providing printer repairs.

“**Spare Parts**” shall mean Zebra new components used in the repair of Zebra Printers and shall include Printer Spare Parts Kits, but exclude accessories, Aftermarket Kits and refurbished components.

“**Third Party Service Providers**” or “**TPPs**” shall mean legal entities that provide repair services for the Zebra products owned or leased and used by End Users, and may include Zebra Printer Repair Specialists, and Independent Service Providers.

“**Unauthorized Service Providers**” or “**USPs**” shall mean legal entities that are not generally authorized by Zebra to provide repair services on the Zebra products owned or leased and used by End Users.

“**Zebra**” shall mean Zebra Technologies Corporation and its subsidiaries in the North America and Latin America regions.

“**Zebra USP Spare Parts Policy**” shall mean the Zebra's Spare Parts policy applicable to USPs, available at www.zebra.com/parts.

“**Zebra Printers**” shall mean the following product categories: Desktop Printers, Industrial Printers, Card Printers, Mobile Printers, RFID Printers, Kiosk Printers and Print Engines.

“**Zebra Printer Repair Specialists**” shall mean members in the Printer Repair Specialization of the Zebra PartnerConnect channel program.

Sales of Spare Parts to End Users

Objective:

To continue to give End Users the option of self-service and a choice in TPPs by continuing to make Spare Parts available to End Users, as well as to ISPs.



Conditions of Sale after May 31, 2017:

Zebra shall make Spare Parts available to End Users and ISPs under the following conditions:

1. End Users and their ISPs may not resell Spare Parts purchased from Zebra. They must use such Spare Parts solely for the purpose of repairing (or having repaired) the End Users' owned or leased Zebra products that are currently in use.
2. End Users and their ISPs may purchase Spare Parts only for the Zebra products such End Users own or lease and currently use.
3. Zebra will sell Spare Parts to End Users desiring to repair their Zebra hardware themselves, provided they have entered into a Customer Self Maintenance and Spare Parts Purchase Agreement with Zebra.
4. Repair training is available and test fixtures can be sold or leased for use in self-service in the End User's own facility by their own trained staff.
5. Zebra will supply Spare Parts to an ISP only if (i) an End User provides written authorization designating the ISP as the TPP of the End User in accordance with this End User Spare Parts Policy, and (ii) such ISP agrees to enter into, and be bound by, a Service Approval Agreement between Zebra and the ISP.
6. Zebra will drop ship Spare Parts to an ISP on behalf of an End User upon written request by the End User, provided that (i) such End User has appointed such ISP as a TPP in accordance with this End User Spare Parts Policy, (ii) the End User pays for parts and shipping in advance of such drop shipment by Zebra, and (iii) such ISP agrees to be bound by the applicable Customer Self Maintenance and Spare Parts Purchase Agreement. Notwithstanding the drop shipment to an ISP, in such circumstances all sales shall be between Zebra and the End User, not the ISP.
7. Unless a USP is designated as an ISP by an End User, effective May 31, 2017, Zebra will no longer supply Spare Parts to USPs. Any purchase of Spare Parts by USPs shall be governed by the Zebra USP Spare Parts Policy.
8. Zebra will not sell Spare Parts to End Users or to ISPs who do not comply with the conditions of this End User Spare Parts Policy.
9. All sales are final and Spare Parts cannot be returned.
10. All sales of Spare Parts to End Users will be governed by the Customer Self Maintenance and Spare Parts Purchase Agreement and sales to ISPs will be governed by the Service Approval Agreement. In the absence of such agreements, Zebra's then-current standard terms and conditions of sale shall govern such sales. Zebra may change its standard terms and conditions of sale at any time without notice.
11. Spare Parts sold by Zebra are intended for use in product repair. Zebra will not sell Spare Parts to companies whose primary business is the sale of refurbished, used equipment.
12. Unless specifically authorized by Zebra in writing, all Spare Parts must be purchased in the country where the End User is located. Zebra will not sell or drop ship to ISPs located in a country different than the applicable End User.