

**From 30 August to 30 November 2021**  
**A free extra year on your warranty, valued at €65**

## **ONE YEAR WARRANTY EXTENSION TERMS AND CONDITIONS**

The total duration of the warranty includes the standard warranty duration and the duration of the warranty extension. The warranty applies from the purchase date of the printer, which appears on your invoice.

### **COVERAGE OF THE WARRANTY EXTENSION**

In addition to the warranty terms and conditions provided in the document “Evolis Card Printer - Warranty conditions and limitations” delivered with your products, Evolis undertakes to repair defective printers covered by the “parts and labour” warranty when the Evolis Repair Centre diagnosis reveals a material issue.

In the event of a material issue, the cost of the components/parts replaced as well as the labour and the return shipping costs for the repaired machine are fully covered by Evolis.

The costs for shipping the defective machine to the Evolis Repair Centre are your responsibility.

Evolis and the transporter(s) approved by Evolis assume no liability in the event of damage to/destruction of the material during transport following improper packaging by the customer.

## **WARRANTY EXTENSION PROMO FAQ - BADGY CUSTOMERS**

### **How will I know if the processing of my claim is held up due to incorrect or missing information?**

If any of your information is incorrect or missing, an email will be sent to you detailing the information that needs to be provided.

Reminder: six weeks after submitting your claim online for the Badgy one-year warranty extension, you will receive an email confirming your request that contains your extended warranty number.

### **What file formats can I use when uploading documents as part of the registration process, and are there any size limits?**

Please be aware that the size of your file cannot exceed 4 MB. You can only upload JPG or PDF files.

### **Where can I find the product's serial number?**

The serial number is located on the back of the printer and identified by “S/N”. Be careful NOT to confuse the serial number with the EAN/barcode.

### **What should I do if I can't manage to submit my claim online?**

If you're unable to submit your claim request online, please send us an email at [contact@badgy.com](mailto:contact@badgy.com) with the following: Company name, first name, surname, phone number, email address, printer model (Badgy100 or Badgy200) and your printer's serial number, and attach your proof of purchase.