

Monarch® Smart Label Performance Guarantee

Monarch®
Products and Services

Monarch® Smart Label (RFID) supplies are warranted to operate satisfactorily with any properly functioning machine for which they were designed.

Monarch® Smart Labels Used in a Monarch® printer/ encoder or from Monarch® QService™

To qualify for the Performance Guarantee, Monarch Smart Labels must be:

1. Encoded in a Monarch® 9855™RFID printer/encoder or other Monarch printer/ encoder, or have been provided to you through Monarch® Q-Service™ for RFID.
2. Class 1-type, Gen 2 type supplies (others may be added to the program at Avery Dennison's discretion).
3. Overstricken by the Monarch 9855 printer/ encoder (marked as failed) OR, if not overstricken, have been authorized to be returned to Avery Dennison and Avery Dennison's Quality Assurance Lab verifies that these labels cannot be read.

Failed and overstricken labels must be returned to Avery Dennison for 110% of the purchase price credit, following the Return Goods Policy and Procedure below.

Any claim for defective supplies must be made within 180 days from the date of shipment to purchaser. The suitability of any/all purchased supplies for the purchaser's application or usage and their placement on merchandise remains the sole responsibility of the purchaser.

Monarch Smart Labels used in an alternative brand of printer/ encoder

Avery Dennison's warranty for Monarch Smart Labels used in alternative brands of printer/ encoders is identical, except that you receive 100% of the purchase price credit (not 110%).

Return Procedure

Avery Dennison will accept these Monarch Smart Labels for return and 110% of the purchase price credit (100% if used in an alternative brand of printer/ encoder) of the overstricken or failed labels will be issued under the following conditions:

1. Claims for defective labels must be submitted to Credits & Adjustments (C&A) department within 180 days of ship date of the product.
2. Labels authorized for return should be returned to Avery Dennison
Attn: Quality Assurance Lab
170 Monarch Lane Miamisburg, OH 45342
3. Credit for 110% of the purchase price of the labels will be issued if the product is overstricken by a Monarch printer/ encoder. Credit for 110% (100% if used in an alternative brand of printer/ encoder) of the purchase price of labels not overstricken by a Monarch printer/ encoder but believed to have failed will be issued when the Quality Assurance Lab verifies that the labels cannot be read.

Avery Dennison reserves the right to discontinue the program at any time at its sole discretion, but will honor the Smart Label Performance Guarantee for all orders that have been placed or shipped at the time of discontinuation.

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Avery Dennison Printer Systems Division
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1.800.543.6650 prompt 5 Fax 1.937.865.6605

