



3237 Satellite Boulevard
Suite 550
Duluth, GA 30096

Policy Revised: May 30, 2023

Dear Valued Customer,

We appreciate your business and look forward to continuing to provide solutions that meet your business needs. At Iconex, LLC (“Iconex”) we are devoted to producing the highest quality receipt and label solutions for our customers.

Effective immediately, we wish to make you aware of certain Iconex policies attached as exhibits to this letter. The policies are:

- Warranties (Exhibit A)
- Payment Terms (Exhibit B)
- Rebates (Exhibit C)
- Returns (Exhibit D)
- Damaged in Transit claims (Exhibit E)
- Short Shipped orders (Exhibit F)
- Compliance issues (Exhibit G)

Thank you for your support and understanding in these matters. Your sales representative is available to answer any questions you might have with regards to this communication and to provide any additional documentation required.

Sincerely,

Craig A. Gunckel
Chief Executive Officer

Ira Genser
Chief Financial Officer

Jeffrey A. Whitford
Executive Vice President, Sales

‡ Required

* Optional

**Credit card payments are not accepted for customers utilizing Iconex Credit Lines, without Iconex' express written consent.

WARRANTY (Exhibit A)

We stand by our products and will cover all issues outlined within the Manufacturer's Warranty for your specific product. This policy notification does not modify the manufacturer's warranty.

General Manufacturer's Warranty

Beginning on the date of invoice, Iconex warrants our products against all defects, including but not limited to:

- Issues with thermal imaging
- Expired products
- Incorrect packaging or labeling
- Defective cores or adhesion

Defective products must be returned within the time frames listed below by product:

- Thermal transfer ribbons – one (1) year
- Paper rolls – one (1) year
- Ink ribbons – six (6) months
- Ink jet products – six (6) months
- All labels – six (6) months
- Sticky Media products – six (6) months
- Laser cartridges – one (1) year
- Custom Good – ninety (90) days
- All other Products – one (1) year

To file a claim please send an email to customer care at CREDITS-RETURNS@ICONEX.COM using the phrase **DEFECTIVE PRODUCT** in the subject line; include in the body: 1) proof of purchase[‡], 2) a detailed explanation of the defect(s)[‡], 3) a photograph of the product label in question[‡], and any 4) supporting documentation (i.e. examples of malfunction etc.)^{*}.

Upon approval of the request, Iconex will send a Return Merchandise Authorization (“RMA”) document and provide an Iconex shipping account or arrange return shipping. Using the return authorization number as a reference, send the defective product to the attention of “RETURNS” to the original shipping address, or the address provided by Customer Care.

Within 10 (ten) business days of its receipt of required documentation **and** damaged product, Iconex will – in its sole discretion – issue a credit memo refunding the purchase amount and return shipping, or ship replacement products.

Custom Products Warranty

Graphic and/or typographical errors on custom-produced, custom-packaged, or imprinted items are **only refundable when** directly caused by an Iconex error. Customer errors in ordering or reviewing printing proofs are not eligible for return. Products sent in their original packaging, received in saleable condition, and in full-carton quantities are eligible for credit memo subject to Iconex' approval.

No Additional Warranties

Unless modified by mutual consent of both parties via a written master service agreement or scope of work, the General Product Warranties and Custom Product Warranties are the only product warranties Iconex offers. Iconex expressly rejects any attempt to modify its standard warranty via purchase order, common law, statute (including the uniform commercial code), or any other means to which Iconex has not expressly consented in writing. Iconex expressly rejects all unilateral delays in payment of or reduction in invoice amounts due to defective products. All Custom Products are non-returnable except for warranty claims.

Our goal is to maintain transparency with our customers by providing you with the information you require to support our mutual success. Please contact your sales representative or Iconex Customer Care (“Customer Care”) at CREDITS-RETURNS@ICONEX.COM should you have any questions about our warranties.

[‡] Required

^{*} Optional

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PAYMENT TERMS (Exhibit B)

Customers are expected to pay invoices in full upon receipt. **Iconex expressly rejects all unilateral delays in payment of or reductions in invoice amounts.**

Approved payment methods:

- Credit card payments**
- Electronic funds transfers
- Check

Customer Lines of Credit

Customer credit lines are only extended following the submission and approval of an Iconex credit application. Iconex' standard payment terms are Net 30, unless modified in writing with mutual consent of both parties. A written master service agreement or scope of work is required to alter payment terms. Customer credit payments are only accepted via electronic funds transfer or check. Credit Card payment is not accepted without Iconex' express written consent. Unless modified in writing with the mutual consent of both parties, these payment terms apply to all orders.

‡ Required

* Optional

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REBATES (Exhibit C)

Iconex will honor any contractually executed rebate or discount program. Rebate programs will not be valid unless verified in writing by Iconex. **Iconex expressly rejects all rebate programs or requests without its express written consent.**

‡ Required

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RETURNS (Exhibit D)

Returns initiated for reasons outside of the applicable Manufacturer's Warranty or returns needed due to an error made by Iconex might occur for several reasons. Some examples of returns outside of the Manufacturer's Warranty include, but are not limited to:

- Incorrect quantity ordered
- Duplicate orders
- Incorrect product ordered

To initiate a return, send an email, no more than three (3) business days after the delivery of the product, to customer care at CREDITS-RETURNS@ICONEX.COM using the phrase **RETURN REQUEST** in the subject line; include in the body: 1) proof of purchase[‡], 2) a detailed reason for the return[‡], and any 3) supporting documentation (i.e. pictures etc.)^{*}.

Using the return authorization number as a reference, send the RMA documents **and** the defective product to the attention of "RETURNS" to the original shipping address, or the address provided by Customer Care.

Within 10 (ten) business days of its receipt of the RMA documentation **and** product, Iconex may – in its sole discretion – issue a credit memo reimbursing the purchase price of the returned goods, return shipping, and/or ship replacement products, where appropriate¹. All return requests are subject to a 20% restocking fee, which will be deducted from the value of the return credit memo.

Unless modified by mutual consent of both parties via a written master service agreement or scope of work, the remedies afforded in this section are the only remedies available for returned products. Iconex expressly rejects all unilateral delays in payment of or reduction of invoice totals due to product returns.

Returns needed due to an error made by Iconex will be credited in full and Iconex will coordinate the return of the product with a carrier of our choosing.

¹ All products must be returned to Iconex in the same condition as delivered or resaleable condition. Fees and deductions may apply to products damaged in return transit or by the customer's material handlers.

[‡] Required

^{*} Optional

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DAMAGED IN TRANSIT (Exhibit E)

In the event that Iconex products are delivered in a condition that is unacceptable and unusable to our customers please adhere to the following guidelines. Damaged in Transit (“DIT”) items including concealed damages must be reported directly to Iconex within three (3) business days of delivery and the delivery receipt must be noted as damaged at the time of delivery. This allows Iconex to promptly replace damaged products and file disputes on our customers’ behalf. Notation on the carriers' documents only is NOT considered proper notification to Iconex but is required in combination of direct notification of the issue to Iconex. Failure to properly note on the delivery receipt that there was damage to the shipment will result in the claim being denied. **The option to receive a replacement or refund for any DIT products is permanently waived unless reported within this three-day window.** Damaged products must be kept until disposition of product is provided by Iconex.

To initiate a return or credit, send an email to customer care at CREDITS-RETURNS@ICONEX.COM using the phrase **DAMAGED PRODUCT** in the subject line; include in the body: 1) proof of purchase[‡], 2) a detailed account of the discovery of the damage[‡], 3) pictures[‡], and any 4) supporting documentation*.

This policy applies to all shipments handled and delivered by Iconex logistics providers. Any damage incurred using preferred third-party providers, shipments picked up by the customer, or routed via customer interface are the sole responsibility of the customer. All DIT claims using non-Iconex logistics companies should be made directly with the customer’s provider. Iconex expressly rejects all DIT claims made against orders that are not directly shipped by Iconex using our logistics providers.

Upon approval of the request, Iconex will send you RMA documentation. Using the return authorization number as a reference, send the RMA documents **and** the damaged product to the attention of “RETURNS” to the original shipping address, or the address provided by Customer Care.

Within 10 (ten) business days of its receipt of required documentation **and** damaged product, Iconex will – in its sole discretion – issue a credit memo refunding the purchase amount and return shipping, or ship replacement products.

Unless modified by mutual consent of both parties via a written master service agreement or scope of work, the remedies afforded in this section are the only remedies available for returned products. Iconex expressly rejects all unilateral delays in payment of or reductions in invoice amounts due to DIT products.

[‡] Required

* Optional

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SHORT SHIP (Exhibit F)

Iconex must be notified of any short shipments, concealed shortages, incomplete deliveries, or quantity issues within three (3) business days of delivery of the product and the delivery receipt must be noted as shorted at the time of delivery. Failure to properly note on the delivery receipt that there was a shortage will result in the claim being denied. In the event a customer identifies a short shipment or incomplete delivery, Iconex will investigate our shipping and inventory records on your behalf.

To initiate an investigation, send an email to customer care at CREDITS-RETURNS@ICONEX.COM using the phrase **SHORT SHIP** or **QUANTITY ISSUE** in the subject line; include in the body: 1) proof of purchase[‡], 2) a detailed account of the discovery of the shortage or inaccurate quantity[‡], and any other 3) supporting documentation (i.e pictures of shipment as it was received at time of delivery) ^{*}.

Within ten (10) business days of the receipt of the request **and** the required documents, Iconex will send you the results of its investigation; If Iconex is determined to be at fault for the incomplete delivery, we will – in our sole discretion – fulfill and ship the remainder of the order or issue a credit memo in the amount of the missing or incorrect quantity of product. If our investigation finds the carrier to be at fault, Iconex will file a claim with the carrier and a credit memo in the amount of the missing or incorrect quantity of product will be issued when the claim is resolved with the carrier. This process varies by carrier and may take up to 120 days to resolve.

Unpacking, storage, and extensive handling of the delivered product by the customer's material handlers will absolve Iconex of any short ship or incomplete delivery claims. This policy applies to all shipments handled and delivered by Iconex logistics providers. Any shortage incurred using preferred third-party providers, shipments picked up by the customer, or routed via customer interface are the sole responsibility of the customer. All shortage claims using non-Iconex logistics companies should be made directly with the customer's provider. Iconex expressly rejects all shortage claims made against orders that are not directly shipped by Iconex using our logistics providers.

Unless modified by mutual consent of both parties via a written master service agreement or scope of work, the remedies afforded in this policy are the only remedies available for missing or incorrect quantities of products. Iconex expressly rejects all unilateral delays in payment of or reduction in invoice amounts due to missing or incorrect quantities of products.

[‡] Required

^{*} Optional

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COMPLIANCE (Exhibit G)

Iconex strives for excellence. Unless modified by mutual consent of both parties via a written master service agreement or scope of work, Iconex expressly rejects the terms of any routing guide, delivery compliance guide, or any similar type of document. Iconex expressly rejects all unilateral delays in payment of or reduction in invoice amounts due to any routing guide, delivery compliance guide, or any similar type of document. Payment terms outlined in Exhibit B shall apply to all invoices.

Purchase Orders

Iconex will attempt to accommodate customer requests. However, Iconex expressly rejects any attempt to modify or change its terms and conditions – found in these Exhibits A through G – without its express written consent via, for example, a master service agreement or scope of work. Neither acknowledgement of or fulfillment of a Purchase Order constitutes a waiver of Iconex' standard terms and conditions. Iconex expressly rejects all unilateral delays in payment of or reduction in invoice amounts due to missing or incorrect quantities of products.

‡ Required

* Optional

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