



## Zebra's USP Spare Parts Policy for Zebra Printers ( NA and LATAM Regions)

Effective May 31, 2017, Zebra will discontinue all sales of Spare Parts to Unauthorized Service Providers. Zebra has unilaterally adopted the following policy to set forth the conditions under which it will continue to sell Spare Parts for Zebra Printers to Unauthorized Service Providers until May 31, 2017. 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.

### I. Definitions

**"Aftermarket Kits"** shall mean genuine Zebra kits that are available to all resellers whether they are Zebra Printer Repair Specialists or not and whether they are Program members 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.

**"Printer Spare Parts Kits"** shall mean the product SKUs which Zebra and/or its distributors sell 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

**"Program"** shall be the Zebra PartnerConnect channel program.

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

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

**"Zebra"** shall mean Zebra Technologies Corporation and its subsidiaries in the NA and Latin America regions.

**"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.

### II. Sale of Spare Parts to Unauthorized Service Providers

#### Objective:

Zebra wants to minimize any inconvenience to End Users that may result from the implementation of its End User Spare Parts Policy, that will take effect on May 31, 2017. Therefore, until May 31, 2017, and subject to the conditions below, Zebra will continue to sell Spare Parts to USPs in order to allow End Users sufficient time to make whatever adjustments they deem necessary regarding their purchases of Spare Parts and repair services. After May 31, 2017, Zebra will no longer sell Spare Parts to USPs.



### Conditions of Sale until May 31, 2017

1. A USP may purchase Spare Parts in no more than the same quantities that it purchased such Spare Parts in its highest quarter in 2016, as determined on a per part basis (i.e., a USP may not substitute purchases of one part for another in order to avoid the quantity limit for a specific part).
2. Zebra will not sell Spare Parts to a USP who attempts to resell those Spare Parts in connection with providing repair services to Zebra target accounts.
3. All sales are final and Spare Parts cannot be returned.
4. If purchased directly from Zebra all sales of Spare Parts to USPs will be governed by Zebra's then-current standard terms and conditions of sale. Zebra may change its standard terms and conditions of sale at any time without notice. If purchased from Zebra distributors or resellers, terms of sale must be agreed upon directly between the USP and the applicable distributor(s) or reseller(s).
5. Spare Parts are intended for use in product repair. Zebra will not sell or authorize the sale of Spare Parts to companies whose primary business is the sale of refurbished, used equipment.

### **III. Ordering**

Spare Parts must be purchased from Zebra or from Zebra's authorized distributors or resellers based on the USP purchasing method at the time of issuance of this Policy.

### **IV. Inquiries.**

For all inquiries about this Policy, please contact your Zebra distributor or reseller.