

ZEBRA® PARTNERCONNECT PROGRAM

Sale of Zebra Refurbished Product Policy

Europe, Middle East and Africa (“EMEA”)

Zebra Technologies Europe Limited (“ZEBRA”) has unilaterally adopted the present Sale of Zebra Refurbished Product Policy (“Policy”) to set forth the conditions under which Zebra’s PartnerConnect distributors and resellers (“Resellers”) will be able to sell Refurbished Products. This Policy is unilateral and ZEBRA may, in its sole and absolute discretion, change it at any time.

“End Users” are the intended ultimate end users of Refurbished Products for their own internal use and not for resale.

“Not New” refers to Zebra products that are defined as such in the Zebra PartnerConnect Program Participation Terms and Conditions or in the PartnerConnect agreements currently in effect between Zebra and its Resellers (together referred to herein as the “PartnerConnect T&Cs”)

“Refurbished Products” are Not New Zebra products that, at some point or another, after original shipment from the factory, have been repaired, reconditioned, cleaned and/or otherwise updated with any hardware, software or repair work, and are offered for resale by Zebra to Resellers under the PartnerConnect T&Cs.

- Zebra’s Product Access Rules, as previously published in the applicable PartnerConnect Program guides, apply to Refurbished Products as well.
- Refurbished Products are intended to supplement the End User’s installed base of the same Zebra product when such End User is not ready to migrate to the next generation platform and needs additional or replacement units.
- Refurbished Product prices are determined between the direct parties involved in each transaction.
- Refurbished Products must be offered for sale by the Reseller as “Zebra Certified Refurbished” in accordance with the terms of the Zebra Certified Refurbished Device Program.
- Refurbished Products carry Zebra’s Consolidated Global Limited Warranty (“Warranty”) as per the Product warranty exception list posted at: https://www.zebra.com/content/dam/zebra_new_ia/en-us/support-and-downloads/general/Warranty/product-warranty-exceptions-list.pdf; and may also be covered by a Zebra OneCare® support contract.
- Resellers must report opportunities in which Refurbished Products are sold as per the Zebra’s POS reporting requirements.