

# Terms & conditions and warranties

**for all desktop printers and laminators**

V1.14

February 2026



# 1.0 General terms and conditions of delivery and payment

---

## 1.1 Area of application

---

Goods and services (hereinafter jointly referred to as 'PRODUCTS') are sold and supplied by Identis SA and its subsidiaries (hereinafter jointly referred to as "IDENTIS") exclusively on the following TERMS AND CONDITIONS (hereinafter jointly referred to as "CONDITIONS"). These CONDITIONS shall apply to any future contract between IDENTIS and its customers (hereinafter "Customer") being commercial traders, if the contract forms part of their commercial business.

## 1.2 Prices

---

- a) Subject to the following CONDITIONS, the agreed prices, or the list prices effective on the date of delivery, shall be charged for PRODUCTS of IDENTIS at the discretion of IDENTIS.
- b) Price lists of IDENTIS shall constitute no contract offer and any reference as such to the price lists shall not in itself constitute a fixed price.
- c) It shall be the obligation of the Customer to pay all present and future taxes, duties, corporate taxes, tariffs, fees and other charges of a government or taxing authority or subdivision or agency thereof of any country through which the PRODUCTS have to pass en route to the country of destination, including but not limited to charges concerning excise, import, purchase, sale, use, turnover, added value, gross receipts and consular matters. If IDENTIS has paid any of these taxes, duties, tariffs, fees and other charges and expenses incidental thereto, the Customer shall reimburse the amount paid upon presentation of the respective invoice.

## 1.3 Payments

---

- a) Until a commercial credit line is opened, payment terms are "advance payment" or "cash on delivery" unless otherwise agreed in writing. Invoices issued by IDENTIS under an agreed commercial credit line shall be payable net within 30 days with effect from the invoice date.
- b) If the agreed credit term is exceeded, IDENTIS shall be entitled, without prejudice to any other right or remedy, to charge interest at 5%. If IDENTIS is able to prove a higher loss, the aforesaid higher loss may be claimed. The Customer shall be entitled to prove that the loss is lower than the higher loss as claimed by IDENTIS.
- c) Stamp duty and bank charges incurred on bills of exchange shall be reimbursed to IDENTIS promptly without any deduction.
- d) Cheques and bills of exchange will be considered as fulfilment of the payment obligation only after the cheque or bill of exchange has been irrevocably accepted by the bank. A Letter of credit will be considered as fulfilment of the payment obligation only after the amount has been received in full by the bank of IDENTIS. If cheques, bills of exchange or letters of credit are not honored or accepted by the bank of IDENTIS, IDENTIS shall be entitled to demand immediate cash payment.

## 1.4 Delivery and dispatch

---

- a) Delivery shall be made "EXW" ("EX WORKS") in accordance with the latest version of Incoterms.
- b) The risk of the PRODUCTS shall pass to the Customer once the goods have been made available.
- c) The minimum order value shall be Euro 250 / USD 300. In the case of orders with a value of less than Euro 250 / USD 300, IDENTIS will charge a handling fee of Euro 25 / USD 30.
- d) IDENTIS shall charge 3% of the order value for additional costs for deliveries to third parties on behalf of the Customer, with a minimum of Euro 25 / USD 30.
- e) The Customer shall inspect the relevant goods upon receipt and notify the carrier promptly in case of damages during transport. IDENTIS shall not handle any communication between the Customer's forwarder and the Customer in case of transport damages or losses of goods.
- f) IDENTIS is entitled to charge cost of storage 30 (thirty) days after Identis' written announcement of the availability of the goods if the Customer has not picked up the goods.

## 1.5 Delayed delivery

---

- a) IDENTIS shall make every effort to comply with the agreed delivery dates.
- b) If IDENTIS is in delay with delivery for more than 6 weeks, the Customer shall be entitled to withdraw from the contract in accordance with the relevant statutory provisions; damage claims and claims for reimbursement of expenses shall be excluded. Late delivery due to Force Majeure shall be excluded herefrom.

## 1.6 Complaints

---

- a) If delivered goods do not correspond to the details on the delivery note, the Customer shall promptly notify IDENTIS. The delivery note shall be enclosed with the Customer's complaint.
- b) If the quality and/or any features of the goods are rejected, the complaint shall be accompanied by a sample of the goods or pictures of the goods which shows the notified defect. In the event of complaints of consumable materials, the relevant delivery dates and production/batch number shall be stated as well. The RMA (Return Merchandise Authorization) form, available at IDENTIS, shall be used. Complaints, which fail to meet the aforesaid requirements shall be invalid.
- c) PRODUCTS, except the above-mentioned samples, may only be returned with the prior consent of IDENTIS. The goods in question must be undamaged and returned carefully packed in their original packaging with no change to any further details and the relevant serial number. Lettering, stamps and identification marks shall also be in original condition.
- d) In addition, the relevant statutory provisions shall apply, especially those regarding the time limit for enforcement of defects.

## 1.7 Installation and commissioning

---

Installation, trainings, and instructions concerning the PRODUCTS shall be made by specialists of IDENTIS or its designated sub-contracted agent/certified specialist upon request for a charge in accordance with the price list. Any additional costs of the installation (especially construction work and supply of electricity, gas, and water) shall be for the account of the Customer.

## 1.8 Reservation of title

---

- a) PRODUCTS shall remain property of IDENTIS pending full and complete settlement of the purchase price.
- b) The reservation of title shall also apply until all obligations in connection with the business relationship have been performed and until all cheques, bills of exchange and letters of credit have been cashed. The Customer shall keep the PRODUCTS properly stored, protected and insured. Delivered goods may not be pledged, assigned by way of security, or encumbered with third party rights in any other way and may only be sold in the ordinary course of business. Sales in the ordinary course of business shall only be permitted if no assignment ban has been agreed between the Customer and his/its buyer. Any such processing by the Customer shall be deemed to have been done on behalf of IDENTIS.
- c) Claims of the Customer in connection with the resale of delivered or processed goods shall hereby be assigned to IDENTIS which duly accepts the assignment. In the event of a sale together with third party goods, the assignment shall be limited to the price of the reserved goods.
- d) If insolvency proceedings are petitioned on the estate of the Customer or if the reserved goods are subjected to a pledge or any other third-party intervention, this shall be notified promptly to IDENTIS by registered mail.

## 1.9 Resale

---

**PRODUCTS of IDENTIS shall be delivered subject to the following CONDITIONS:**

- a) PRODUCTS must remain in their original packaging: identification marks, batch and/or serial numbers and additional details on the goods or packaging may not be covered, changed or removed.
- b) PRODUCTS shall only be sold by trained employees and in facilities which ensure satisfactory storage, display and business activities.
- c) PRODUCTS may be exported to member countries and associate countries or sold for export to the aforesaid countries. They may not be sold for export to such countries or re-imported from such countries if the applicable legal regulations permit such export and import restrictions.

## 1.10 Advertising

---

If IDENTIS makes advertising and exhibition material available to the Customer, this shall only be done for the use or exhibiting at business shows which are authorized to sell IDENTIS goods. The Customer shall in no way be permitted to create the impression that he is a representative of IDENTIS which would give rise to the assumption that the Customer is acting for the account and with the authority of the management of IDENTIS. Expressions such as "IDENTIS representative, IDENTIS branch office or IDENTIS business" may only be used in such a way that they do not create the impression that IDENTIS is responsible for the Customer in any way whatsoever.

## 1.11 Intellectual property

---

- a) The sale of PRODUCTS does not imply any grant of rights to the Customer to IDENTIS intellectual property, including any patents, trademarks, copyrights, trade secrets and know-how. The Customer shall not reverse engineer the PRODUCTS.
- b) The Customer shall only use or sell IDENTIS genuine media to operate the printers. The Customer agrees to not copy IDENTIS consumable codes, alter or change the firmware of the PRODUCTS.
- c) Trademarks of IDENTIS are duly protected by current laws and international contracts. Neither IDENTIS Customers nor third parties in general may use such trademark without previous authorization in writing from IDENTIS. If a customer uses trademarks of IDENTIS in his advertising, this shall only be permitted in the original design of the trademarks and only for original goods of IDENTIS which have not been subject to any change.

## 1.12 Confidentiality

---

IDENTIS undertakes to not make available to third parties and to keep confidential any drawings, spare part lists, blueprints, plans and other documents of the Customer.

Customers of IDENTIS shall likewise undertake not to make available to third parties and to keep confidential any drawings, spare part lists, blueprints, plans or any other documents of IDENTIS.

## 1.13 Offsetting and retention

---

The Customer shall only be entitled to set off counter claims if they are undisputed, recognized by IDENTIS in writing or have been established by declaratory judgement. All retention rights shall be excluded.

The right of the Customer to withhold payments of the purchase price and to plead defenses shall be excluded with the exception of cases in which IDENTIS, despite a written warning, has materially breached its contractual obligation to deliver goods or to transfer the ownership thereof and if no commensurate security has been offered.

#### **1.14 Force majeure**

---

- a) If IDENTIS or its suppliers are affected by force majeure, IDENTIS shall, at its discretion, be entitled to postpone the previous delivery notification or to cancel the contract with no compensation claims arising thereof as a result.
- b) The following events or occurrences shall be regarded as force majeure: strikes, lockouts, riots, revolutions, mobilization, war, epidemics, pandemics, official regulations, transport difficulties, operational disruptions, breakdowns of machinery, fire, lack of deliveries and any other cases of force majeure unless the performance impediment forms part of the risk of IDENTIS or if it is only of a temporary nature.

#### **1.15 Buying terms and conditions of customers**

---

If orders or any other customer documents include terms and conditions which are contrary to these conditions or which include additional rules and regulations, such rules and regulations shall not become part of the contractual agreement unless agreed by IDENTIS in writing. Any agreement between IDENTIS and the Customer shall only be binding if concluded in writing.

#### **1.16 Legal venue and applicable law**

---

- a) Swiss law shall apply for all business relationships between IDENTIS and its Customers. The applicability of the UN Convention on Contracts for the Sale of Goods shall be excluded.
- b) The exclusive legal venue for all disputes, including those about checks and bills of exchange, possibly arising from the business relationship with IDENTIS shall be Lugano, Switzerland. IDENTIS shall also reserve the right to convene the court at the Customer's principal place of business or any other court being competent according to any national or international law instead.
- c) If a ruling of a Swiss court on a matter concerning the parties passed in favor of IDENTIS and to the detriment of the Customer is recognized and/or enforced abroad, the defeated Customer shall bear the costs of the recognition or execution proceedings.

#### **1.17 Invalidity**

---

If a provision of these CONDITIONS should become completely or partially invalid, the validity of the other provision shall not be affected thereby. The contracting parties shall undertake to replace the invalid provision or the invalid part of a provision by a legally valid and practicable provision, which comes as close as possible to the original economic and technical intentions of both parties and the purpose of the invalid provision.

#### **1.18 Written form**

---

- a) No modifications or amendments, including no modification or amendment to this clause, shall be binding unless agreed on in writing and signed by both parties.
- b) The parties agree that no verbal commitments have been made which might supersede these CONDITIONS.

## 2.0 Identis limited warranty

---

### 2.1 General

- a) IDENTIS ensures that all PRODUCTS delivered under this Agreement will be defect-free as far as material and workmanship is concerned. No warranty is given as to their use, merchantability, fitness or sufficiency for any application purpose whatsoever of the PRODUCTS supplied, unless explicitly stated in writing by IDENTIS.
- b) IDENTIS warrants that title, to all PRODUCTS delivered hereunder, shall be free and clear of all liens, encumbrances, security interests or other claims.
- c) IDENTIS guarantees the customer that the product will conform to the manufacturing specifications of Identis and will be free of defects in workmanship and materials for a period under the conditions specified in the table "Annex I: Warranties."
- d) The warranty starts from the date of the invoice. To benefit from this warranty, the customer shall provide, when requested by IDENTIS, the product invoice on where the purchase date and the product description are stated.
- e) Identis reserves the right to refuse the application of the warranty if these documents are not valid, provided as requested or if conditions giving rights to this warranty are not met. In order that Identis repairs, replaces or proceeds with reimbursement of the product, the customer shall return the product according to the terms and procedures set forth herein.
- f) In the event that the product shows a manufacturing or functional defect during the warranty period, and insofar as all of the maintenance conditions have been complied with by the customer (especially acting in compliance with the instructions mentioned in the equipment manual), Identis undertakes at its own discretion, either to repair or replace the product at no cost to the customer, insofar as it represents a repair that an authorized partner of Identis or the customer cannot carry out themselves, and is subject to this warranty.
- g) Identis reserves the right to replace defective product components by parts or products that are new or reconditioned at the factory. A product that has been repaired or replaced is granted with a warranty until the end of the original product warranty period and will not benefit from any original warranty period extension. The parts or products used for the repair of the original product have a warranty of 6 months (if it is a wearable part) or benefits of a warranty until the end of the warranty period of the original product (if it is not a wearable part) as detailed in the Annex I: "Warranties".

### 2.2 Limitations of warranty

---

Identis will not consider any warranty claim if the product name or the serial number has been altered, made illegible, deleted, or removed from the product.

**Warranty claims will also not be considered by Identis if the product has not been properly maintained or ceases to function due to:**

- Installation instructions mentioned in the product manual not being properly followed.
- Printer and/or printing head cleaning cycle not performed according to the instructions mentioned in the printer manual.
- The use of non-genuine Identis consumables.
- The use of consumables that are not approved by Identis and might affect the overall printing, encoding and laminating quality and the product lifespan.
- Any product modification.
- Any firmware change or update.
- The use of cards showing faults such as bending, non-consistent flat surface and rough card edge cuttings being beyond the limits of tolerances under standard ISO/CEI 7810 or cards having special pre-coating on their surface.
- Inappropriate product return (packaging or transport conditions) leading to product integrity issues. It is strongly recommended to keep the original packaging to manage potential return.
- Damage caused by a catastrophe such as a fire, flood or storm, including lightning and other external forces and effects.
- Damage caused by accidents, liquid, chemical products and other substances, excessive heat, inadequate ventilation, electrical overload, excessive or inadequate electrical supply.
- Technical modifications or repair attempts carried out by non-Identis authorized partners.

The printing head warranty conditions and operating conditions are defined in **Section 2.6** of this document.

The customer bears all costs of transport and diagnosis in case the defect cannot be identified by Identis.

If Identis is unable to repair the product, a replacement or a refurbished product shall be delivered provided that functionalities and performance complies with the ones of the original product.

**Identis shall not be held liable for the integrity and/or longevity of any text, photographic images, digitized images, holographic images, graphics, patterned overlays, bar codes, magnetic stripe encoding, or combination thereof that are produced, generated, or otherwise transferred to identification cards by the use of Identis' hardware, software and/or supplies under this warranty statement.**

**This warranty is exclusive and sets forth the full extent of Identis' warranty obligations.**

### 2.3 Checking product upon receipt

---

Upon receipt of the product, customer shall promptly check that all components have been delivered.

In the event that there is a missing, damaged or a visibly defective item, it is the customer's duty to inform Identis within seven (7) working days from the date of receipt of the product. If the customer does not inform his supplier within seven working days from receipt, the product will be deemed to be in conformity, and it shall be within supplier's sole discretion to provide or replace such component.

In case of a hidden defect, it is customer's duty to inform Identis within seven (7) working days from the date of discovery of the defect. If the customer does not inform his supplier within (7) seven working days from the date of discovery, the product will be deemed to be in conformity, and it shall be within the supplier's sole discretion to provide or replace such component.

### 2.4 Warranty claim procedure

---

When receiving the warranted PRODUCT from the DISTRIBUTOR, IDENTIS shall evaluate the veracity and applicability of this warranty. The DISTRIBUTOR shall bear all associated shipment costs (except for DOA in which case IDENTIS may carry the costs for these) to the designated IDENTIS establishment.

The DISTRIBUTOR will ensure adequate and ample packaging when shipping the product to IDENTIS in conformity with RMA procedures by using the original packaging where possible so as to maximize PRODUCT protection.

### 2.5 Spare parts and wearable parts warranty

---

Identis warrants all after-market spare parts against material and manufacturing defects for six (6) months from the original date of purchase.

The spare parts considered non-wearable substituted or repaired under the equipment's original warranty period will benefit from and terminate when that equipment's original warranty period ends except parts considered as wearable parts listed in the table in Annex I: "Warranties".

The wearable parts are elements of the printer which require periodic maintenance, linked to the usage of the machine. The limited warranty for Identis' wearable parts is six (6) months from the original date of purchase.

### 2.6 Printhead and heat roller warranty and operating conditions

---

The original printhead delivered with the original product from the factory benefits from a limited warranty for electrical failure or manufacturing fault as specified in the table shown in Annex I: "Warranties".

Any new printhead replacing the original one benefits from the wearable parts warranty (see Section 2.5) for electrical failure or manufacturing fault.

For both the original printhead and any replacement, physical damage to the printhead is not covered under warranty.

**The printhead and the heating element are the most sensitive parts of a card printer, and they shall be maintained in good operating conditions (listed below) at all times:**

- Avoid the printer operating in a dusty environment.
- Make sure that there is no presence of solid, liquid, or abrasive element in the printer's direct environment, and more specifically make sure that none of those can be inserted in the printer, even by mistake.
- Operate the printer according to the operating environment specifications and always use ChromXpert consumables.
- Make sure that the cards do not carry any dust residues on the surface (usually due to wrong card production process or wrong storage), and that the cut edge is even to avoid damaging the rollers' surface.
- Always perform the cleaning cycle as described in the printer's manual and perform a printer cleaning after any long period of inactivity.

In the event of a claim due to a defective printhead or heating element, IDENTIS reserves the right to inspect the printer, the printhead, the transfer unit and the consumables to evaluate the validity of the claim (see point 2.2 in this section).

### 2.7 Legal warranty rights

---

The section contained in this document shall not be interpreted as an exclusion of legal warranty rights in any way.

### 2.8 Governing law

---

The warranty shall be governed by and enforced in all respects in accordance with the laws of the Swiss Confederation with exclusion of the UN-CISG. Place of jurisdiction shall be Zug, Switzerland.

### 2.9 Repair orders

---

Repair orders with no specific designation shall apply for the rectification of established defects by using new spare parts based on IDENTIS' discretion.

If IDENTIS considers, during the repair work, that the necessary costs are disproportionately high, IDENTIS shall contact the Customer in order to agree further steps.




## Annex 1: Warranties

This section describes the specific warranty period and conditions for each product line:

- Printers, direct-to-card
- Printers, retransfer
- Financial printers
- Laser systems
- Optional modules
- Passport printers
- Supplies

All data is subjected to "Identis Limited Warranty" section in the Terms & Conditions document from Identis.





### Printers - Direct-to-card

	MC110	MC210	MC310 series
			
<b>Printer warranty</b>	24 months	36 months	48 months
<b>Original thermal printhead warranty<sup>1</sup></b>	24 months Limited to 50,000 passes	36 months Limited to 75,000 passes	48 months Limited to 100,000 passes
<b>Specific printer warranty conditions</b>	Limited to 50,000 passes	Limited to 75,000 passes	Limited to 100,000 passes
<b>Mandatory cleaning requirement<sup>2</sup></b>	Every 250 passes. At least once a month.	Every 250 passes. At least once a month.	Every 250 passes. At least once a month.
<b>Replacement parts</b>	<p>Replacement parts supplied or installed under this warranty are covered only for the remaining portion of the original equipment warranty. The replacement of any part does not extend or renew the original warranty term.</p> <p>Wearable components, including but not limited to the <b>print head, cleaning roller</b> and <b>O-Ring</b> when replaced under warranty, are warranted for a period of six (6) months from the replacement date or for the remainder of the original warranty period, whichever expires first.</p>		

<sup>1</sup> The original printing head is the one delivered within the printer from the factory. This is an independent warranty to that of the equipment and is for electronic failure or manufacturing fault only. Physical damage to the printhead is not covered under warranty.

<sup>2</sup> Please check the user/technical manual for more details on equipment's care and mandatory cleaning requirements.

## Printers - Retransfer

	XID 8300	XID 8600	XL 8300	XID-M600
				
<b>Printer warranty*</b>	36 months	36 months	36 months	36 months
<b>*Printer warranty (India)</b>	24 months	24 months	24 months	36 months
<b>Original thermal printhead warranty<sup>1</sup></b>	Lifetime	Lifetime	Lifetime	Lifetime
<b>Mandatory cleaning requirement<sup>2</sup></b>	Every 1,000 passes. At least once a month.	Every 1,000 passes. At least once a month.	Every 1,000 passes. At least once a month.	Every 1,000 passes. At least once a month.
<b>Fan filter cleaning</b>	Every 10,000 passes. At least once a year.	Every 10,000 passes. At least once a year.	Every 10,000 passes. At least once a year.	Not applicable.
<b>Replacement parts</b>	Replacement parts supplied or installed under this warranty are covered only for the remaining portion of the original equipment warranty. The replacement of any part does not extend or renew the original warranty term. Wearable components, including but not limited to the print head, platen roller, heat roller, cleaning roller and bend remedy when replaced under warranty, are warranted for a period of six (6) months from the replacement date or for the remainder of the original warranty period, whichever expires first.			

<sup>1</sup> The original printing head is the one delivered within the printer from the factory. This is an independent warranty to that of the equipment and is for electronic failure or manufacturing fault only. Physical damage to the printhead is not covered under warranty.

<sup>2</sup> Please check the user/technical manual for more details on equipment's care and mandatory cleaning requirements.

## Financial printers - Direct-to-card

S3110



<b>Printer warranty</b>	48 months
<b>Original thermal printhead warranty<sup>1</sup></b>	Limited to 100,000 passes
<b>Mandatory cleaning requirement<sup>2</sup></b>	Every 250 passes. At least once a month.
<b>Replacement parts</b>	<p>Replacement parts supplied or installed under this warranty are covered only for the remaining portion of the original equipment warranty. The replacement of any part does not extend or renew the original warranty term.</p> <p>Wearable components, including but not limited to the <b>print head</b>, <b>cleaning roller</b> and <b>O-Ring</b> when replaced under warranty, are warranted for a period of six (6) months from the replacement date or for the remainder of the original warranty period, whichever expires first.</p>

<sup>1</sup> The original printing head is the one delivered within the printer from the factory. This is an independent warranty to that of the equipment and is for electronic failure or manufacturing fault only. Physical damage to the printhead is not covered under warranty.

<sup>2</sup> Please check the user/technical manual for more details on equipment's care and mandatory cleaning requirements.

## Lamination modules

	ILM LS/DS laminator	MC-L2 laminator
		
<b>Module warranty</b>	24 months	24 months
<b>Mandatory cleaning requirement</b>	Every 1,000 passes.	Every 1,000 passes.
<b>Replacment parts</b>	<p>Replacement parts supplied or installed under this warranty are covered only for the remaining portion of the original equipment warranty. The replacement of any part does not extend or renew the original warranty term.</p> <p>Wearable components, including but not limited to the heat roller and cleaning roller, when replaced under warranty, are warranted for a period of six (6) months from the</p>	

## Passport printers

	P402i	PX402i
		
<b>Printer warranty</b>	12 months	12 months
<b>Warranty extension</b>	Available on request	Available on request

## Passport laminators

	PL60	PL200
		
<b>Warranty</b>	12 months	12 months
<b>Warranty extension</b>	Available on request	Available on request