

Hardware Policy

All sales are final

TERMS & CONDITIONS All Sales Final All purchases are non-refundable and final upon completion. No refunds will be issued under any circumstances.

SOFTWARE Software as a Service (SaaS) Terms 1-Year Agreement – This agreement reflects a mutual investment, allowing both parties to fully benefit from setup, training, support, and long-term success. Service Period – Begins on the first day of account setup and continues for 12 months. Access – Onboarding materials and access instructions are provided upon payment. Invoicing & Billing – An active payment method must be maintained for supply orders and invoiced charges.

HARDWARE Hardware Requirements Handheld Reader – Requires an Android or iOS smartphone/tablet. RFID Printer – Requires a Windows OS host to run the Print Client. Hardware Warranty Coverage – One-year manufacturers warranty for defects in materials or workmanship affecting functionality.

Exclusions – Does not cover damage from misuse, accidents, negligence, modifications, or normal wear and tear. Customer Responsibility – Maintenance of printheads, platen rollers, and batteries. Regular firmware updates required. Extended Warranty – Additional coverage for up to three years available for purchase.

RFID MEDIA (Labels, Ribbons, RFID Tags) Safeguards Verification – Customers must verify labels are printed and encoded correctly before applying them to products. Regular Checks – Inspect for label shifting during large print jobs and calibrate printers daily or when media changes. Support & Liability Simple RFID does not support media purchased from other providers. Not liable for voided labels, printing/encoding errors, poor print quality, inventory discrepancies, or related losses. Following safeguards helps prevent these issues.

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