

## Service Description

### Continuity Services

**Continuity Services are service solutions designed to bridge the gap between technology refreshes.**

### Service Overview

Continuity Services allow the customer to purchase late-in-life products, rent current and legacy hardware, and recycle older technology.

### Refurbished Equipment

- HSPS may have refurbished devices available for specific configurations for its late-in-life or discontinued devices.
- HSPS provides a 90-day warranty on its refurbished products.
- Cosmetic condition of the units may vary. Plastics may show light to heavy wear, the display or touchscreen may have light use and other cosmetic defects that do not affect the functionality of the device may exist.
- Refurbished equipment is eligible to be covered by a maintenance agreement; not all maintenance contracts options may be available.

### Rental Devices

- Devices must be rented for a minimum of 2 weeks.
- Devices must be received at the HSPS depot within 10 business days after the rental period expires.
- Renter must sign the Rental Addendum terms and conditions at least 2 weeks prior to the beginning of the rental period.
- HSPS will provide 1 battery for every device that it rents.
- Chargers, additional batteries and scan handles may be available to rent.
- Renter is responsible for all loss and/or damage to the device.

### Recycling Services

- HSPS may at its discretion provide recycling services to its customers.
- HSPS at its discretion may use recycled parts/components to provide repairs for other customers.
- HSPS may outsource the recycling of customer's equipment to a third party.
- HSPS may agree to provide a certificate of recycling to a customer, when requested, within 90 days of receipt of equipment.

### Buyback

- HSPS may seek to purchase devices from customers to be used to support its refurbished, rental or repair services.
- Devices must meet the agreed-upon terms and conditions; if units do not meet the agreed-upon conditions HSPS reserves the right to return the devices within 30 days at no cost to HSPS.
- HSPS makes no guarantees that it will purchase devices until it issues a purchase order for the equipment.

### Service Limitations

- Continuity Services are not available to be purchased through HSPS' distribution partners.
- Rentals may not exceed 12 consecutive months.
- HSPS will only recycle or dispose of batteries and/or other hazardous materials sold by HSPS.

## Supported Products

Not all services will be available for all current or legacy Honeywell, Intermec, LXE or Datamax O'Neil products.

## Country Coverage

Continuity Services may not be available in all countries. For availability and specific options available within your country, please contact your local authorized HSPS Sales or Services representative.

## Customer Responsibilities

In order to enable HSPS to carry out its support obligations, the customer without limitation should:

- Read and acknowledge all terms and conditions related to the service it is requesting;
- Return and ship all devices within the time frames outlined by each service, including but not limited to rental, recycling or buyback services;
- Take proper care of all rental devices;
- Purchase a maintenance agreement for all refurbished equipment.

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