MERIDIAN

RETURN TO DEPOT WARRANTY

For Hardware components manufactured by Meridian and branded with Meridian's trademarks and service marks ("Meridian Branded Hardware"), Meridian warrants that such Hardware will be free of defects in material and workmanship for a period of three (3) years for "indoor kiosks and components" and one (1) year for "outdoor kiosks and components" following the date of invoice or shipment, whichever occurs first (the "Warranty Period"). Meridian warrants that the Personnel Management Kiosk will be free of defects in material and workmanship for a period of one (1) year following the date of invoice or shipment, whichever occurs first (the "Warranty Period").

The foregoing warranty shall only apply to verified warranty claims that are made by Client during the Warranty Period.

Client's sole and exclusive remedy and the entire liability of Meridian under this warranty is, at Meridian's option, either (I) to replace the Meridian Branded Hardware or (ii) to correct the reported defect.

No warranty will apply if the Meridian Branded Hardware (a) has been altered, except by Meridian; (b) has not been installed, operated, repaired, or maintained in accordance with instructions supplied by Meridian; or (c) has been subjected to abnormal physical, thermal or electrical stress, misuse, negligence, or accidental damage. With respect to non-Meridian Branded Hardware, Meridian will pass through and assign to Client any third party's warranty which Meridian receives in connection with such non-Meridian Branded Hardware to the extent such pass through and assignment is permitted by such third party.

TO OBTAIN WARRANTY SERVICE:

- Call or email Customer Support through the methods below to receive a Service Ticket Number
    - 1-866-454-6757, select "Support"
    - Email help@mzero.com
    - Visit our support website-- https://mzerocloud.atlassian.net/servicedesk
- Prepay all shipping costs to the service center, we recommend you insure your return against damage that may be caused during shipping

RETURN TO DEPOT PROCESS

- In the unlikely event of system failure, the client may call or email Meridian Customer Support.
- **Support Email:** help@mzero.com
- **Support Portal:** https://mzerocloud.atlassian.net/servicedesk
- **Phone:** 1-866-454-6757, select "Customer Service"

PRIOR TO CONTACTING MERIDIAN PLEASE HAVE THE FOLLOWING INFORMATION:

- Kiosk Serial number
- Serial number of malfunctioning part
- Site address of kiosk and contact information including phone number and email
- Description of the issue

Only basic troubleshooting is performed over the phone. If the issue cannot be resolved over the phone, the component will need to be sent back to Meridian.

IF RETURN SERVICE IS REQUIRED:

- Meridian will send a RMA Request form via DocuSign to customer
    i.   This document will need to be printed out and included in shipment
- Defective part must be sent back to Meridian with shipping costs covered by sender
- Sender must ensure part is packaged properly to avoid shipping damage
- Meridian will repair/replace and pay associated costs to ship back to customer

SHIPPING ADDRESS:

Meridian Kiosks
Attention: Meridian Customer Service
RMA # (please specify)
312 S. Pine Street
Aberdeen, NC 28315

It may take up to 30 days to repair or replace a part. Certain parts are non-stock items and may require a longer lead time. There will be an additional cost associated with damages to parts not covered under warranty, and damages during shipping. Please check with your sales representative to ensure lead time for replacement components is provided.

CORPORATE HEADQUARTERS
312 S Pine Street, Aberdeen, NC
sales@mzero.com

SOFTWARE DEVELOPMENT LAB
30 Eglinton Ave, Ste 808, Mississauga, Ontario, Canada

Component specifications subject to change without notice. Revision Date: January 14, 2021

This device is not FDA-cleared or approved. This temperature device should not be solely or primarily relied upon to diagnose or exclude a diagnosis of COVID-19, or any other disease or health condition. Elevated body temperature in the context of use should be confirmed with secondary evaluation methods, such as a non-contact infrared thermometer or clinical grade contact thermometer.

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Complies with
UL/SCA C22.2
No. 62368-1

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