



Repair in 24
hours*



AXEM Trust
Warranties



Standard
& custom services



Wide range of services for our mobile readers & terminals

- Everyday commitment to quality customer service
- Support in the implementation of any RFID hardware solution and throughout the product lifecycle
- Support and services department in our offices in France
- Wide range of pre & after sales services



Technical support &
services in France

**With reservation of subscription to the AXEM Trust Gold warranty contract.*

V1.11 Non contractual document

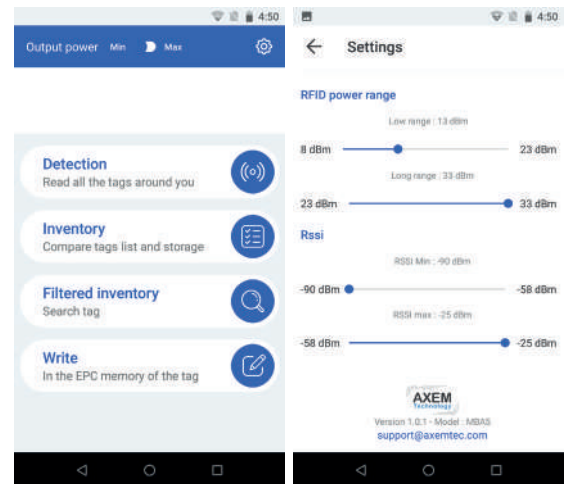


After sales department based in Paris region

- Technical team with great expertise in RFID and mobile terminals
- On-site availability of all spare parts for the AXEM Technology products
- Repair or exchange of products within 24 hours only*
- Fee-for-service repair (screen, casing, UHF RFID module, 1D/2D scanner, gun, button...)
- RMA tracking via ticket opening
- English-speaking team of engineers and technicians
- Repair quotation in less than 24 hours

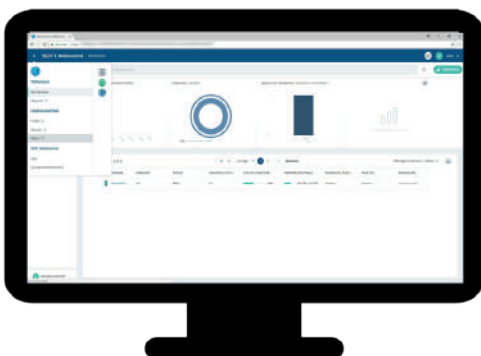
Software & Driver Support

- Software enrolment of mobile terminals fleets
- Control and upgrading of mobile terminals
- SDK provision and support
- AX'ware: RFID app for inventory, localization and writing of tags
- AXEM Technology's software support



Technical support

- 5/7 days online support, 5/7 days hotline support
- Remote control of devices equipped with MDM (Mobile Device Management)

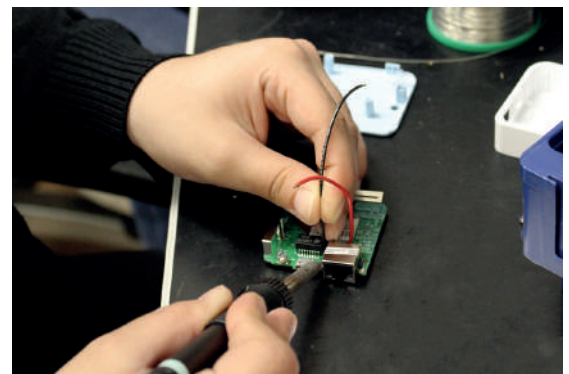
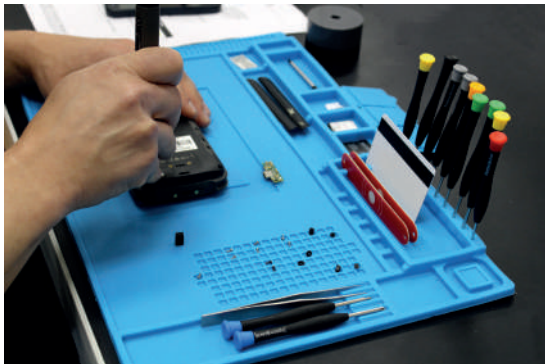


* Subject to subscription to the AXEM Trust Gold guarantee contract.

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Complete offer of services and warranties

- 2-year manufacturer's warranty included with the purchase of any mobile terminal
- AXEM Trust Premium and Gold warranty extensions with additional services



Products customization

- R&D engineering service in France to adapt products to your needs

Ready-to-Use package

- Development kit: reader + software + set of tags and/or labels
- 5/7 days hotline support

