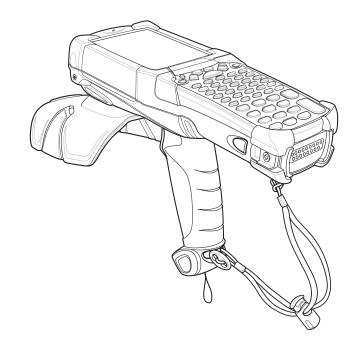
MC919Z SERIES REGULATORY GUIDE



Motorola reserves the right to make changes to any product to improve reliability function, or design. Motorola does not assume any product liability arising out of, or in connection with, the application or use of any product, circuit, or application described herein. No license is granted, either expressly or by implication, estoppel, or otherwise under any patent right or patent, covering or relating to any combination, system, apparatus, machine, material, method, or process in which Motorola products might be used. An implied license exists only for equipment, circuits, and subsystems contained in Motorola products.

Warrantv

For the complete Motorola hardware product warranty statement, go to: http://www.motorola.com/enterprisemobility/warranty.

Service Information

Before you use the unit, it must be configured to operate in your facility's network and run your applications.

If you have a problem running your unit or using your equipment, contact your facility's Technical or Systems Support. If there is a problem with the equipment, they will contact the Motorola Support Center.



One Motorola Plaza Holtsville, New York 11742, USA 1-800-927-9626

http://www.motorolasolutions.com

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72-157453-01 Revision A - February 2012

Regulatory Information

This device is approved under the Motorola Solutions, Inc.

This guide applies to the following Model Numbers: MC919ZWR, MC919ZEU.

All Motorola Solutions devices are designed to be compliant with rules and regulations in locations they are sold and will be labeled as required (EN) Local language translations are available at the following website:

www.motorolasolutions.com/support.

(BP) Documentos traduzidos podem ser encontrados no site:

www.motorolasolutions.com/support.

(DE) Übersetzungen in die Landessprache sind auf der folgenden Website verfügbar: www.motorolasolutions.com/support

(ES) Las traducciones en diferentes idiomas están disponibles en el sitio Web siguiente: www.motorolasolutions.com/support

(FR) Les versions traduites des manuels sont disponibles à l'adresse suivante: www.motorolasolutions.com/support.

(HR) Lokalni jezik prevođenje jesu raspoloživ at slijedeće website: www.motorolasolutions.com/support.

(IT) Le traduzioni nelle lingue locali sono disponibili presso il sito Web: www.motorolasolutions.com/support.

(JP) 各言語での情報は、以下の弊社 Web サイトでご確認ください。 www.motorolasolutions.com/support.

(KO) 현지 언어로 번역된 문서는www.motorolasolutions.com/support 에서 확인할 수 있습니다

(RU) Документацию на других языках см. на веб-сайте: www.motorolasolutions.com/support.

(TC) 您可以在下列網站取得當地語言的翻譯:www.motorolasolutions.com/support.

(SC) 您可从下列网站获得本地化译文:www.motorolasolutions.com/support.

(TR) Yerel dil çevirileri aşağıdaki web sitesinden bulunabilir:

www.motorolasolutions.com/support.

Any changes or modifications to Motorola Solutions equipment, not expressly approved by Motorola Solutions, could void the user's authority to operate the equipment

Only use Motorola Solutions approved and UL Listed CAUTION accessories, battery packs and battery chargers.

> Do NOT attempt to charge damp/wet mobile computers or batteries. All components must be dry before connecting to an external power source.

Declared maximum operating temperature: 50°C.

Radio Modules

∕!∖

The device contains approved radio module(s). These module(s) are as follows: Motorola Solutions WLAN radio 802.11 a/b/g Type(s): 21-92955; RFID Module Types: 21-121559 and 21-121560.

Bluetooth[®] Wireless Technology

This is an approved Bluetooth[®] product. For more information or to view End Product Listing, please visit: https://www.bluetooth.org/tpg/listings.cfm.

Wireless Device Country Approvals

Regulatory markings, subject to certification, are applied to the device signifying the radio(s) is/are approved for use in the following countries: United States, Canada, China, S. Korea, Australia, and Europe

Please refer to the Motorola Declaration of Conformity (DoC) for details of other country markings. This is available at www.motorola.com/doc.

Note¹: For 2.4GHz or 5GHz Products: Europe includes, Austria, Belgium, Bulgaria, Czech Republic, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland and the United Kingdom.

Operation of the device without regulatory approval is illegal \triangle

Country Roaming

This device incorporates the International Roaming feature (IEEE802.11d) which will ensure the product operates on the correct channels for the particular country of use.

Ad-Hoc Operation (5 GHz Band)

Ad-Hoc operation is limited to Channels 36-48 (5150 - 5250 MHz). Use of this band is restricted to Indoor Use Only, any other use will make the operation of this device illegal.

Frequency of Operation – FCC and IC

5 GHz Onlv

The use in the UNII (Unlicensed National Information Infrastructure) band 1 (5150 -5250 MHz) is restricted to Indoor Use Only; any other use will make the operation of this device illegal.

1

Industry Canada Statement

Caution: The device for the band 5150-5250 MHz is only for indoor usage to reduce potential for harmful interference to co-Channel mobile satellite systems. High power radars are allocated as primary users (meaning they have priority) of 5250-5350 MHz and 5650-5850 MHz and these radars could cause interference and/or damage to LE-LAN devices.

Avertissement: Le dispositive fonctionnant dans la bande 5150-5250 MHz est réservé uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bands 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL

Health and Safety Recommendations **Ergonomic Recommendations**

CAUTION In order to avoid or minimize the potential risk of ergonomic injury follow the recommendations below. Consult with your local Health & Safety Manager to ensure that you are adhering to your company's safety programs to prevent employee injury.

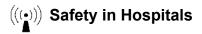
- · Reduce or eliminate repetitive motion
- Maintain a natural position
- Reduce or eliminate excessive force Keep objects that are used frequently within easy reach
- Perform tasks at correct heights
- Reduce or eliminate vibration
- Reduce or eliminate direct pressure
- Provide adjustable workstations
- Provide adequate clearance
- Provide a suitable working environment
- Improve work procedures

Warnings for Use of Wireless Devices

Please observe all warning notices with regard to the usage of wireless devices.

Safety in Aircraft

Switch off your wireless device whenever you are instructed to do so by airport or airline staff. If your device offers a 'flight mode' or similar feature, consult airline staff as to its use in flight.



Wireless devices transmit radio frequency energy and may affect medical electrical equipment.

Wireless devices should be switched off wherever you are requested to do so in hospitals, clinics or healthcare facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

Pacemakers

Pacemaker manufacturers recommended that a minimum of 15 cm (6 inches) be maintained between a handheld wireless device and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with independent research and recommendations by Wireless Technology Research Persons with Pacemakers:

- · Should ALWAYS keep the device more than 15cm (6 inches) from their pacemaker when turned ON.
- · Should not carry the device in a breast pocket.
- · Should use the ear furthest from the pacemaker to minimise the potential for
- interference · If you have any reason to suspect that interference is taking place, turn OFF your device

Other Medical Devices

Please consult your physician or the manufacturer of the medical device, to determine if the operation of your wireless product may interfere with the medical device

RF Exposure Guidelines Safety Information

Reducing RF Exposure – Use Properly

Only operate the device in accordance with the instructions supplied.

International

The device complies with internationally recognized standards covering human exposure to electromagnetic fields from radio devices. For information on "International" human exposure to electromagnetic fields refer to the Motorola Solutions Declaration of Conformity (DoC) at http://www.motorola.com/doc.

Europe

To comply with EU RF exposure requirements, this device must be operated in the hand with a minimum separation distance of 23cm or more from a person's body. Other operating configurations should be avoided.

US

Handheld Devices

To comply with FCC RF exposure requirements, this device must be operated in the hand with a minimum separation distance of 23 cm or more from a person's body. Other operating configurations should be avoided.

Industry Canada Statement

Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth foa na uncontrolled environment. This equipment should be installed and operated with minimum distance 23cm between the radiator and your body

NOTE IMPORTANTE: (Pour l'utilisation de dispositifs mobiles)

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 23 cm de distance entre la source de rayonnement et votre corps.

▲ Laser Devices

Complies with 21CFR1040.10 and 1040.11 except for deviations pursuant to Laser Notice No. 50, dated June 24, 2007, EN60825-1: 2007 and IEC60825-1 (Ed. 2 0)

The laser classification is marked on one of the labels on the device.

Class 1 Laser devices are not considered to be hazardous when used for their intended purpose

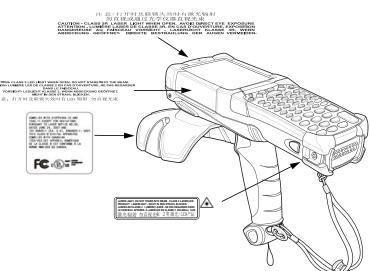
Caution: Use of controls, adjustments or performance of procedures other than those specified herein may result in hazardous laser light exposure.

Class 2 laser scanners use a low power, visible light diode. As with any very bright light source, such as the sun, the user should avoid staring directly into the light beam. Momentary exposure to a Class 2 laser is not known to be harmful.

LED Devices

Complies with IEC/EN60825-1:2001 & IEC/EN62471:2006.

Scanner Labeling



Power Supply

Use only a listed Motorola, Type no. 50-14000 (12Vdc, 3.33A), PWRS-14000 (12Vdc, 3.33A) or KT -14000 (12Vdc, 3.33A), direct plug-in power supply, marked Class 2 or LPS (IEC60950-1, SELV). Use of alternative Power Supply will invalidate any approvals given to this unit and may be dangerous.

Batteries

Taiwan - Recycling

EPA (Environmental Protection Administration) requires dry battery producing or importing firms in accordance with Article 15 of the Waste Disposal Act are required to indicate the recycling marks on the batteries used in sales, giveaway or promotion. Contact a qualified Taiwanese recycler for proper battery disposal.



Battery Information

Use only Motorola approved batteries. Accessories which have battery charging capability are approved for use with the following battery models: 21-65587-03 (7.4 Vdc, 2200 mAh).

Motorola Solutions rechargeable battery packs are designed and constructed to the highest standards within the industry.

However, there are limitations to how long a battery can operate or be stored before needing replacement. Many factors affect the actual life cycle of a battery pack, such as heat, cold, harsh environmental conditions and severe drops.

When batteries are stored over six (6) months, some irreversible deterioration in overall battery quality may occur. Store batteries at half of full charge in a dry, cool place, removed from the equipment to prevent loss of capacity, rusting of metallic parts and electrolyte leakage. When storing batteries for one year or longer, the charge level should be verified at least once a year and charged to half of full charge.

Replace the battery when a significant loss of run time is detected.

Standard warranty period for all Motorola Solutions batteries is one year, regardless if the battery was purchased separately or included as part of the mobile computer or bar code scanner. For more information on Motorola Solutions batteries, please visit: http:/mycare.symbol.com/battery/batbasics1.html

Battery Safety Guidelines

- The area in which the units are charged should be clear of debris and combustible materials or chemicals. Particular care should be taken where the device is charged in a non commercial environment.
- Follow battery usage, storage, and charging guidelines found in the user's guide.
- Improper battery use may result in a fire, explosion, or other hazard. To charge the mobile device battery, the battery and charger temperatures must be between +32 °F and +104 °F (0 °C and +40 °C)
- Do not use incompatible batteries and chargers. Use of an incompatible battery or charger may present a risk of fire, explosion, leakage, or other hazard. If you have any questions about the compatibility of a battery or a charger, contact Motorola Solutions support.
- For devices that utilize a USB port as a charging source, the device shall only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.
- Do not disassemble or open, crush, bend or deform, puncture, or shred.
- Severe impact from dropping any battery-operated device on a hard surface could cause the battery to overheat.
- Do not short circuit a battery or allow metallic or conductive objects to contact the battery terminals.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Do not leave or store the equipment in or near areas that might get very hot, such as in a parked vehicle or near a radiator or other heat source. Do not place battery into a microwave oven or dryer.
- Battery usage by children should be supervised.
- Please follow local regulations to promptly dispose of used re-chargeable batteries
- Do not dispose of batteries in fire.
- Seek medical advice immediately if a battery has been swallowed.
- In the event of a battery leak, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with large amounts of water and seek medical advice.
- If you suspect damage to your equipment or battery, contact Motorola Solutions support to arrange for inspection.

Use with Hearing Aids

When some wireless devices are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and wireless devices also vary in the amount of interference they generate. In the event of interference you may want to consult your hearing aid supplier to discuss solutions

Radio Frequency Interference Requirements-FCC



Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide FOR HOME OR OFFICE USE | reasonable protection against harmful interference in a

residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- · Increase the separation between the equipment and receiver
- · Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- · Consult the dealer or an experienced radio/TV technician for help.

Radio Transmitters (Part 15)

This device complies with Part 15 of the ECC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Radio Frequency Interference Requirements- Canada

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Radio Transmitters

For RI AN Devices

The use of 5 GHz RLAN's, for use in Canada, have the following restrictions: Restricted Band 5.60 – 5.65 GHz

This device complies with RSS 210 of Industry & Science Canada. Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation

Label Marking: The Term "IC:" before the radio certification only signifies that Industry Canada technical specifications were met.

(EMarking and European Economic Area (EEA)

The use of 2.4GHz RLAN's, for use through the EEA, have the following restrictions: • Maximum radiated transmit power of 100 mW EIRP in the frequency range 2.400

- -2.4835 GHz.
- France, outside usage is restricted to 2.4 2.454 GHz. · Italy requires a user license for outside usage.

Bluetooth® Wireless Technology for use through the EEA has the following restrictions:

- Maximum radiated transmit power of 100mW EIRP in the frequency range 2.400 -2.4835 GHz
- France, outside usage is restricted to 10mW EIRP

· Italy requires a user license for outside usage.

RFID devices for use through the EEA have the following restrictions:

· Maximum radiated transmit power of 2W ERP in the frequency range 865.6-867.6 MHz

The use of RFID Devices has varying restrictions for use within the EEA; please refer to the Motorola Solutions Declaration of Conformity (DoC) for details at: http://www.motorola.com/doc.

Statement of Compliance

Motorola Solutions hereby, declares that this device is in compliance with the essential requirements and other relevant provisions of Directives 1999/5/EC. Declaration of Conformities may be obtained from http://www.motorola.com/doc.

Korea Warning Statement for Class B ITE

기 종별	사 용 자 안 내 문
B 급 기기 (가정용 방송통신기기)	이 기기는 가정용 (B 급) 으로 전자파적합등록을 한 기기로서 주로 가정에서 사용하는 것을 목적 으로 하며 , 모든 지역에서 사용할 수 있습니다 .

Other Countries

Australia

Use of 5GHz RLAN's in Australia is restricted in the following band 5.50 - 5.65GHz.

Brazil

Declarações Regulamentares para MC9190 - Brasil

Nota: "A marca de certificação se aplica ao Transceptor, modelo MC9190. Este equipamento opera em caráter secundário, isto é, não tem direito a proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.'

Para maiores informações sobre ANATEL consulte o site: www.anatel.gov.br

Chile

"Este equipo cumple con la Resolución No 403 de 2008, de la Subsecretaria de telecomunicaciones, relativa a radiaciones electromagnéticas.

Mexico

Restrict Frequency Range to: 2.450 - 2.4835 GHz.

Taiwan

臺灣

低功率雷波輻射性雷機管理辦法

第十二條

經型式認證合格之低功率射頻電機,非經許可,公司、商號或使用者均不得擅自變更 頻率、加大功率或變更原設計之特性及功能。

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信;經發現有干擾現象時,應 立即停用,並改善至無干擾時方得繼續使用。

前項合法通信,指依電信規定作業之無線電通信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。 在 5.25-5.35 秭赫頻帶內操作之無線資訊傳輸設備,限於室內使用。

Korea

당해 무선설비는 운용 중 전파혼신 가능성이 있음

당해 무선설비 는전파혼 신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없습니다

Turkish WEEE Statement of Compliance

EEE Yönetmeliğine Uygundur.

Waste Electrical and Electronic Equipment (WEEE)

English: For EU Customers: All products at the end of their life must be returned to Motorola for recycling. For information on how to return product, please go to: http://www.motorola.com/recycling/weee.

Français: Clients de l'Union Européenne: Tous les produits en fin de cycle de vie doivent être retournés à Motorola pour recyclage. Pour de plus amples informations sur le retour de produits, consultez : http://www.motorola.com/recvcling/weee

Español: Para clientes en la Unión Europea: todos los productos deberán entregarse a Motorola al final de su ciclo de vida para que sean reciclados. Si desea más información sobre cómo devolver un producto, visite: http://www.motorola.com/recycling/weee

Bulgarish: За клиенти от ЕС: След края на полезния им живот всички продукти трябва да се връщат на Motorola за рециклиране. За информация относно връщането на продукти, моля отидете на адрес:

http://www.motorola.com/recycling/weee.

Deutsch: Für Kunden innerhalb der EU: Alle Produkte müssen am Ende ihrer Lebensdauer zum Recycling an Motorola zurückgesandt werden. Informationen zur Rücksendung von Produkten finden Sie unter http://www.motorola.com/recycling/weee Italiano: per i clienti dell'UE: tutti i prodotti che sono giunti al termine del rispettivo ciclo di vita devono essere restituiti a Motorola al fine di consentirne il riciclaggio. Per informazioni sulle modalità di restituzione, visitare il seguente sito Web: http://www.motorola.com/recycling/weee

Português: Para clientes da UE: todos os produtos no fim de vida devem ser devolvidos à Motorola para reciclagem. Para obter informações sobre como devolver o produto, visite: http://www.motorola.com/recycling/weee

Nederlands: Voor klanten in de EU: alle producten dienen aan het einde van hun levensduur naar Motorola te worden teruggezonden voor recycling. Raadpleeg http:// www.motorola.com/recycling/weee voor meer informatie over het terugzenden van producten.

 $\textbf{Polski:} \ \textbf{Klienci z obszaru Unii Europejskiej: Produkty wycofane z eksploatacji nale j y}$ zwróciæ do firmy Motorola w celu ich utylizacji. Informacje na temat zwrotu produktów znajduj¹ siê na stronie internetowej http://www.motorola.com/recycling/weee.

Čeština: Pro zákazníky z EU: Všechny produkty je nutné po skonèení jejich životnosti vrátit spoleènosti Motorola k recyklaci. Informace o zpùsobu vrácení produktu najdete na webové stránce: http://www.motorola.com/recycling/weee.

Eesti: EL klientidele: kõik tooted tuleb nende eluea lõppedes tagastada taaskasutamise eesmärgil Motorola'ile. Lisainformatsiooni saamiseks toote tagastamise kohta külastage palun aadressi: http://www.motorola.com/recycling/weee

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Magyar: Az EU-ban vásárlóknak: Minden tönkrement terméket a Motorola vállalathoz kell eljuttatni újrahasznosítás céljából. A termék visszajuttatásának módjával kapcsolatos tudnivalókért látogasson el a http://www.motorola.com/recycling/weee weboldalra. Svenska: För kunder inom EU: Alla produkter som uppnått sin livslängd måste returneras till Motorola för återvinning. Information om hur du returnerar produkten finns på http:// www.motorola.com/recycling/weee.

Suomi: Asiakkaat Euroopan unionin alueella: Kaikki tuotteet on palautettava kierrätettäväksi Motorola-yhtiöön, kun tuotetta ei enää käytetä. Lisätietoja tuotteen palauttamisesta on osoitteessa http://www.motorola.com/recycling/wee Dansk: Til kunder i EU: Alle produkter skal returneres til Motorola til recirkulering, når de er udtjent. Læs oplysningerne om returnering af produkter på: http://www.motorola.com/recycling/weee.

Ελληνικά: Για πελάτες στην Ε.Ε.: Όλα τα προϊόντα, στο τέλος της διάρκειας ζωής τους, πρέπει να επιστρέφονται στην Motorola για ανακύκλωση. Για περισσότερες πληροφορίες σχετικά με την επιστροφή ενός προϊόντος, επισκεφθείτε τη διεύθυνση http:// www.motorola.com/recycling/weee στο Διαδίκτυο.

Malti: Għal klijenti fl-UE: il-prodotti kollha li jkunu waslu fl-aħħar tal-ħajja ta' l-użu tagħhom, iridu jiğu rritornati ghand Motorola ghar-ričiklaģģ. Ghal aktar taghrif dwar kif ghandek tirritorna I-prodott, jekk jogňýbok żur: http://www.motorola.com/recycling/weee

Românesc: Pentru clienții din UE: Toate produsele, la sfârșitul duratei lor de funcționare, trebuie returnate la Motorola pentru reciclare. Pentru informații despre returnarea produsului, accesați: http://www.motorola.com/recycling/weee

Slovenski: Za kupce v EU: vsi izdelki se morajo po poteku življenjske dobe vrniti podjetju Motorola za reciklažo. Za informacije o vračilu izdelka obiščite: http://www.motorola.com/recycling/weee

Slovenčina: Pre zákazníkov z kraiín EU: Všetky výrobky musia byť po uplynutí doby ich životnosti vrátené spoločnosti Motorola na recykláciu. Bližšie informácie o vrátení výrobkov nájdete na: http://www.motorola.com/recycling/weee

Lietuvių: ES vartotojams: visi gaminiai, pasibaigus jų eksploatacijos laikui, turi būti grąžinti utilizuoti į kompaniją "Motorola". Daugiau informacijos, kaip grąžinti gaminį, rasite: http://www.motorola.com/recycling/weee

Latviešu: ES klientiem: visi produkti pēc to kalpošanas mūža beigām ir jānogādā atpakaļ Motorola otrreizējai pārstrādei. Lai iegūtu informāciju par produktu nogādāšanu Motorola, lūdzu, skatiet: http://www.motorola.com/recycling/weee Türkçe: AB Müşterileri için: Kullanım süresi dolan tüm ürünler geri dönüştürme için Motorola'ya iade edilmelidir. Ürünlerin nasıl iade edileceği hakkında bilgi için lütfen şu

adresi ziyaret edin: http://www.motorola.com/recycling/weee

End-user License Agreement (Windows Mobile 6.5 Only)

These license terms are an agreement between you and Motorola, Inc. ("Company"). Please read them. They apply to the software included on this device. The software also includes any separate media on which you received the software. The software on this device includes software licensed by Company from Microsoft

Corporation or its affiliate. The terms also apply to any:

- updates,
- supplements.
- Internet-based services, and
- support services

for this software, unless other terms accompany those items. If so, those terms apply.

As described below using some features also operates as your consent to the transmission of certain standard computer information for Internet-based services.

By using the software, including use on this device, you accept these terms. If you do not accept them, do not use the device or software. Instead, contact Company to determine its return policy for a refund or credit.

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