



## **Limited Warranty**

PrintMate warrants that its supplies products, when stored, installed and used under normal conditions, will be free from defects in materials and workmanship for a period of 24 months from the date of purchase. If a product fails during the warranty period, the product will be replaced or credit issued at the option of the buyer in accordance with our Returned Material Policy. Replacement of goods shall neither extend nor decrease the warranty period.

PrintMate warrants that its products will not damage the printhead or printing mechanism when stored, installed and used in accordance with PrintMate or the printer manufacturer's recommended procedures. In the event of any damage to a printhead or printing mechanism caused solely and directly by the use of our product, PrintMate will pay the reasonable cost of service and repair of the printhead or printing mechanism so damaged, provided the buyer:

1. Notifies PrintMate of such damage in writing within thirty days.
2. Delivers to PrintMate a written service report, signed by authorized PrintMate technical service personnel, identifying the supply product as the sole and direct cause of such damage, along with print samples and damaged or replaced parts.

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The above warranties extend solely to the Buyer and all warranty claims must be made by the Buyer.