

Warranty Definitions

EPSON WARRANTY

Epson offers this commercial warranty to “you”, the first user of this product*. It is in addition to your contractual rights against the person supplying the product to you and to any legal rights you have against Epson or any other person. These rights vary by country and are not affected in any way by this warranty. ‘Epson’ means one of the Epson companies listed on page 32 of this document. Which Epson company offers this warranty to you depends on the country into which your Epson product was first sold by an Epson company, as shown in that list.

* *It is not given to anyone buying the product to resell it to an end-user or to another reseller**

WARRANTY PERIOD

The warranty period for your product can be seen by using the search facility within the Epson website www.epson.eu/warranty where this warranty is offered. It runs from the date you purchased the product. The ‘product’ includes any accessories we, Epson, supplied with it except for items which are consumables. If you transfer the product to another person they will also have the benefit of this warranty; the warranty period continues to run from when you first purchased the product.

EPSON PRODUCTS

If your Epson Product ceases to operate to its specifications during the warranty period we will provide the services described in this document. In some areas our services will be provided by our authorised contractor. The services you receive will be those provided as standard by Epson in the country where the product is situated. We will normally first provide support and advice to help cure the fault or to determine the type of fault. If we consider your product needs repair we (at our discretion depending on the model, its age, location and the nature of the fault) will either arrange for that repair or will replace your product with a quality assured refurbished unit. Before delivering any product to an Epson service provider you should remove and retain any data or non-Epson products. Printer users only: You should not remove any ink, ribbon or toner cartridge from a printer – the cartridge is needed to assist in diagnosing the problem you are experiencing.

REPAIR OR REPLACE PRODUCTS

We will not repair or replace products if, in our opinion, the problem is due to:

- a) Externally caused damage;
- b) Use outside specification (as defined by the product manufacturer, whose decision whether a product is used outside its specification or not is final);
- c) Accessories, parts or consumables which are not Epson branded or approved; or
- d) Modifications made to the product as originally supplied by Epson;
- e) Drivers or other software supplied with the product. Modifying or correcting these is subject to the license supplied with the software and is outside the scope of this warranty.

WARRANTY STATEMENT

This warranty is a statement of services we will provide in specified circumstances. We offer only those services and accept liability only to repair or replace your product as described in this document. We do not warrant that your product will not fail. No charge is made for this warranty and we are not entering into a contract with you.

By offering this warranty we accept no liability for providing any additional services or for paying any kind of damages or compensation for losses or injury of any kind resulting from any product failure or for any non-conformity with specification or for any delays or failures in providing the warranty services (even if Epson has been advised of the possibility of such losses) whether these are direct, indirect, special or consequential. If in any case Epson does have a liability we do not accept any liability for (i) any loss of profits or use or for the restoring or recovering of any data corrupted or lost or (ii) any amount greater than the price paid by you for the product.

In countries which do not allow liability for certain kinds of damages to be limited or excluded, some or all of the above limitations or exclusions may not apply to you.

SERVICES UNDER WARRANTY

To request services under this warranty please contact the Epson service provider for the country in which the product is being used. This information can be found at www.epson.eu. Go to your region/Country location within the site and select the support section. You will need to provide proof to the Epson service provider that the individual product concerned is within the warranty period before any services are provided. This will usually be a purchase receipt or invoice identifying the product, place and date of purchase.

PRODUCT IS NOT NORMALLY SOLD AND SUPPORTED

If your product is not normally sold and supported in the country where you use it, we may charge you for returning it to the nearest country which does support the product or for obtaining parts not available locally.

Any additional services you request outside the scope of this warranty will be charged to you at the standard rates offered by the firm requested to perform them and will be provided in accordance with their standard terms of business.

OPTIMUM PERFORMANCE

For optimum performance from your Epson product we recommend you only use genuine Epson consumables and options. For information and stockists see www.epson.eu

ADDITIONAL INFORMATION (not part of the warranty)

- a) Optional extended warranties may be available for your product. Normally these can only be purchased at the time you purchase your product or shortly afterwards. See www.epson.eu for details.
- b) If your product fails after the Epson warranty period has ended, chargeable out-of-warranty repairs can be performed by local Epson service agents. See www.epson.eu for details.