

Warranty

Our guarantee to you...



Our goal for all our imaging supplies is to meet or exceed OEM performance. If in using our products under normal business conditions during the warranty period, they fail to perform to your expectations, please contact us for replacement or credit. See our warranty below for details.



MANUFACTURER'S WARRANTY

We warrant that Image Excellence 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 a 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. We warrant that its products will not damage the printing mechanism when stored, installed and used in accordance with Image Excellence or the printer manufacturer's recommended procedures.

In the event of any damage to the printing mechanism caused solely and directly by the use of our product, we will pay the reasonable cost of service and repair provided the buyer:

1. Notifies us of such damage in writing within thirty days.
2. Delivers to us a written service report, signed and by authorised 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.

THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY AND SETS FORTH BUYER'S EXCLUSIVE REMEDY IN CONNECTION WITH SUCH WARRANTIES. IN NO EVENT SHALL WE BE LIABLE FOR COLLATERAL, CONSEQUENTIAL, INDIRECT, INCIDENTAL OR EXEMPLARY DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LOST PROFITS, LOSS OF DATA OR LOSS OF USE, ARISING OUT OF, OR CONNECTED IN ANY WAY WITH, THIS AGREEMENT OR ANY GOODS SOLD PURSUANT HERETO.

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