

Limited Warranty

1. Limited Warranty for Epson® Products

Epson products are covered by warranty against defects in workmanship and materials when operated under normal use and handling conditions, as indicated in the product's documentation, for the period specified in section "Limited Warranty Coverage". Coverage begins as of the date of delivery to the purchaser by Epson or by an authorized Epson dealer (see "Epson Subsidiaries and Offices in Latin America"), in the country of purchase.

Epson also guarantees that the consumables (inks, ink cartridges, toner, batteries, or ink ribbons) included with the product will perform according to the usage specifications as long as they are used prior to the expiration of their warranty period.

2. Scope of Warranty

Should Epson receive notice of a defect during the warranty period, it may, at its discretion, repair or replace the defective product at no cost to the purchaser. In the event of a replacement, the replaced equipment will become property of Epson. The replaced item may be new or previously repaired to the Epson standard of quality, and will assume the remaining warranty period of the product that was originally purchased.

This warranty does not provide compensation or cover damages resulting from the operating failures of the Epson product. In any event, Epson's maximum liability toward the purchaser will be limited to the purchase price paid to Epson or to the authorized dealer.

Epson's warranty does not cover software not manufactured by Epson, even when delivered with an Epson product. The software may have a warranty provided by the manufacturer, as indicated in the documentation attached thereto.

3. Limitations and Exclusions

The warranty will be invalid in the following cases:

- 3.1 When the product's serial number has been removed or altered.
- 3.2 When the product has been misused, has undergone unauthorized modifications, has been used or stored in ways that are not in compliance with the environmental specifications of the product.
- 3.3 When the damage resulted from the use of non-genuine Epson accessories or consumables, such as the use of paper types not specified for this product.
- 3.4 When damages resulted from the inappropriate transport of the equipment (packaging, installation, maintenance, transportation).
- 3.5 When damages were caused by natural or intentional disasters (fire, floods, lightning, earthquakes, etc.), power surges, or interaction with other brand products.
- 3.6 When the product has been totally or partially disassembled, or has been repaired other than by an Epson Authorized Service Center.
- 3.7 When substances have been spilled on the product.
- 3.8 When the external plastic case has been scratched, broken, or abused.
- 3.9 When damages resulted from inappropriate tests, installation, maintenance or adjustments.

The warranty does not extend to accessories (lids, covers, trays) or replenishing supplies and consumables (inks, ink cartridges, toner, ink ribbons, batteries, knobs, and lamps), which, due to their nature, must be regularly purchased through authorized dealers.

4. How to Obtain Warranty Service

Refer to the user documentation provided with the product to ensure that the product settings have been properly set and to perform the diagnostic tests indicated therein. Furthermore, in order for the unit to operate optimally, always use original Epson supplies, accessories, and consumables.

To obtain warranty service, the purchaser may take the product to any Epson Authorized Service Center, along with proof of purchase, or call any of the Epson Technical Assistance Centers (see country list below).

Upon calling an Epson Authorized Service Center, the purchaser will be asked to provide the product model and serial numbers, and may be asked to provide information on the location and the date of purchase (the warranty is only valid in the country of purchase).

If there are no Authorized Service Centers in your area, call the Technical Assistance Center or your preferred dealer for service referral.

5. Responsibilities of Purchaser

The purchaser is responsible for the safety of all confidential and proprietary information stored on the product, as well as for recovery backup files in case of damage. Any activity related with the re-installation or resetting of the software that was delivered with the equipment, will be billed to the purchaser at the rates in effect at the Epson Service Center. This also applies if the failure was the result of a defect in the purchaser's proprietary software or of a computer "virus".

It is the responsibility of the purchaser to save all documentation that supports the product's warranty, as well as all the packaging materials required for its transport.

6. Limited Warranty Coverage

Product	Model	Coverage	Conditions
Label Printer	ColorWorks® C6000A ColorWorks C6000P ColorWorks C6500A ColorWorks C6500P	One year	Service Center

Technical Support Service

Epson offers technical assistance through electronic and telephone services. Before calling Epson, refer to the documentation included with your product. If you do not find the solution to your problem, visit Epson's website at: www.latin.epson.com/support or call the local Epson office or an authorized dealer.

Technical Assistance Centers

Country	Telephone Number	Country	Telephone Number
Argentina	(54 11) 5167-0300 0800-288-37766	Guatemala*	1-800-835-0358
		Mexico Mexico City	01-800-087-1080 (52 55) 1323-2052
Bolivia*	800-100-116	Nicaragua*	00-1-800-226-0368
Chile	(56 2) 2484-3400	Panama*	00-800-052-1376
		Paraguay	009-800-521-0019
Colombia Bogota	018000-915235 (57 1) 592-2200	Peru Lima	0800-10-126 (51 1) 418-0210
		Uruguay	00040-5210067
Costa Rica	800-377-6627	Venezuela	(58 212) 240-1111
Dominican Republic*	1-888-760-0068		
Ecuador*	1-800-000-044		
El Salvador*	800-6570		

* Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear on the preceding list, please contact the dealer where you purchased the product.

2 Limited Warranty

You may receive help or consult information online for all Epson products. Go to Epson's website at www.latin.epson.com/support and search for your product, then click **Registration** to register your product.

Extended Warranty Support and Service

In some countries, Epson offers warranty extension services. You may purchase this service by calling the Technical Assistance Center.

Epson Subsidiaries and Offices in Latin America

Epson Argentina S.A.

San Martín 344, Piso 4
(C1004AAH), Buenos Aires
Argentina
Tel: (54 11) 5167-0300
Fax: (54 11) 5167-0333

Epson Costa Rica, S.A.

102 Avenida Escazú
Torre 1, Piso 4, Suite 401/402
Escazú, San José, Costa Rica
Tel: (506) 2588-7855
Fax: (506) 2588-7888

Epson Perú, S.A.

Av. Canaval y Moreyra 590
San Isidro, Lima 27, Perú
Tel: (51 1) 418-0210
Fax: (51 1) 418-0220

Epson Chile, S.A.

La Concepción 322
Providencia, Santiago, Chile
Tel: (56 2) 2484-3400
Fax: (56 2) 2484-3413

Epsodecua Cia. Ltda.

Av. de los Shyris N36-120 y Suecia
Edificio Allure Park, Piso PH
Quito, Ecuador
Tel: (593 2) 395-5951
Tel: (593 2) 602-3070

Epson Venezuela, S.A.

Calle 4 con Calle 11-1
La Urbina Sur
Caracas, Venezuela
Tel: (58 212) 240-1111
Fax: (58 212) 240-1128

Epson Colombia, Ltda.

Calle 100, No. 19-54, Piso 7
Bogotá, Colombia
Tel: (57 1) 592-2200

Epson México, S.A. de C.V.

Blvd. Manuel Ávila Camacho 389
Edificio 1 Conjunto Legaria
Col. Irrigación, C.P. 11500
Ciudad de México, México
Tel: (52 55) 1323-2000
Fax: (52 55) 1323-2183

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