

EPSON AMERICA, INC. LIMITED WARRANTY

What Is Covered: Epson America, Inc. ("EPSON") warrants to the first end user customer of the EPSON product enclosed with this limited warranty statement, that the product if purchased and used in the United States or Canada, conforms to the manufacturer's specifications and will be free from defects in workmanship and materials for a period of one year from the date of original purchase. EPSON warrants that the EPSON product is manufactured from new components and parts or like-new components and parts which perform like new and meet the EPSON standard of quality. EPSON also warrants that any consumable (ribbon or ink cartridge) enclosed with the product will perform to the manufacturer's specified usage, which usage may expire before the expiration of the limited warranty for the EPSON product.

What EPSON WILL Do To Correct Problems: Should your EPSON product prove defective during the warranty period, please bring the product securely packaged in its original container or an equivalent, along with proof of the date of original purchase, to your EPSON Dealer or EPSON Customer Care Center. EPSON will, at its option, repair or replace on an exchange basis the defective unit, without charge for parts or labor. When warranty service involves the exchange of the product or of a part, the item replaced becomes EPSON property. The exchanged product or part may be new or previously repaired to the EPSON standard of quality. Exchange or replacement products or parts assume the remaining warranty period of the product covered by this limited warranty.

What This Warranty Does Not Cover: This warranty covers only normal consumer use in the United States and Canada. This warranty does not cover damage to the EPSON product caused by parts or supplies not manufactured, distributed or certified by EPSON. This warranty does not cover ribbons or ink cartridges or third party parts, components or peripheral devices added to the EPSON product after its shipment from EPSON, e.g., dealer-added boards, chips or drives. EPSON is not responsible for warranty service should the EPSON label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-EPSON products, or service other than by an EPSON Authorized Servicer. Postage, insurance, or shipping costs incurred in presenting your EPSON product for warranty service are your responsibility. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF THESE LAWS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED TO THE WARRANTY PERIOD IDENTIFIED ABOVE. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATIONS MADE BY ANY OTHER PERSON OR FIRM ARE VOID. EXCEPT AS PROVIDED IN THIS WRITTEN WARRANTY, NEITHER EPSON AMERICA, INC. NOR ITS AFFILIATES SHALL BE LIABLE FOR ANY LOSS, INCONVENIENCE, OR DAMAGE, INCLUDING DIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OR INABILITY TO USE THE EPSON PRODUCT, WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY.

In Canada, warranties include both warranties and conditions.

Some jurisdictions do not allow limitations on how long an implied warranty lasts and some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

To locate the EPSON Authorized Reseller or EPSON Customer Care Center nearest you call:

800-922-8911 or write to:

Epson America, Inc. ● P.O. Box 2842 ● Torrance, CA 90509-2842 ● MS:CS1

SUPPLEMENT TO EPSON AMERICA, INC. LIMITED WARRANTY

HOW TO RECEIVE ON-SITE WARRANTY SERVICE ON YOUR EPSON DFX SERIES PRINTER

In most parts of the United States, Epson America, Inc. ("EPSON") has arranged for on-site limited warranty service on your new EPSON printer to supplement the limited warranty service already available to you through EPSON authorized service providers. This card provides you with the information you need to obtain on-site service.

What is Covered Under the On-site Program: The terms of the EPSON Limited Warranty are set forth on the reverse side of this document. On-site limited warranty coverage is available for a period of one year from the date of original purchase. On-site limited warranty service will be generally available within a 50-mile radius of the EPSON authorized on-site EPSON Customer Care Center or other EPSON authorized service provider closest to you.

How to Receive On-site Repair Service: If the reseller who supplied your EPSON printer has not arranged to provide you with on-site warranty service, you may call EPSON toll free at 1-800-922-8911 for a referral to a nearby EPSON authorized on-site service provider. Please be ready to provide the on-site service provider with your name, unit serial number and the exact location of your EPSON printer, specifying whether that location is a business or residence. NOTE: If the location is a residence, an adult MUST be home and present at all times for the service technician to enter and perform service.

A service technician will normally be dispatched to your location by the next business day following your request for on-site warranty service. If your location is more than 50 miles from an authorized on-site service provider, you may be asked to pay a travel charge directly to the on-site warranty service provider. Service hours may vary by provider, but generally fall within normal business hours, Monday through Friday, holidays excluded. Please sign the service form provided by the service technician upon completion of the service.

In order to provide on-site service, the technician must have full access to your EPSON printer, as well as to working space, electricity and a local telephone line. If the service technician cannot verify or reproduce a warranty problem or encounters a problem which is not covered by the terms of EPSON's Limited Warranty, you may be responsible for the service provider's trip charges as well as for any non-warranty service provided.

Limitations to On-site Service Coverage: Preventive maintenance, installation, deinstallation, relocation, and operating supplies are not included. EPSON is not liable for any failure or delay in service performance due to any cause beyond its control. This on-site service program extends only to the EPSON printer and does not extend to any other products, peripherals, devices or add-ons, whether or not manufactured or sold by EPSON. On-site service is subject to the same limitations and exclusions as the warranty service extended to your EPSON printer under the terms of the EPSON Limited Warranty and does not modify the terms and conditions of the Limited Warranty except as expressly provided in this Supplement.

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