

Warranty

Epson America, Inc. Limited Warranty

What is Covered: Epson America, Inc. (“Epson”) warrants to the first end-user customer that the Epson printer covered by this limited warranty statement, 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 also warrants that the consumable ink cartridges enclosed with the printer will perform to the manufacturer’s specified usage, which usage may expire before the expiration of the limited warranty for the EPSON printer. For warranty service, you must provide proof of the date of original purchase.

What Epson Will Do To Correct Problems: Should your EPSON printer prove defective during the warranty period, please call the EPSON Connection at (562) 276-7564 (U.S.) or (905) 709-2567 (Canada) for warranty repair instructions and return authorization. An Epson service technician will provide telephone diagnostic service to determine whether the unit requires repair. If service is needed during the warranty period, Epson will, at its option, exchange or repair the unit without charge for parts or labor. If Epson authorizes an exchange for the defective unit, Epson will ship a replacement printer to you, freight prepaid. You are responsible for securely packaging the defective printer and returning it to Epson within five (5) working days of receipt of the replacement unit. You must provide a credit card number to secure the cost of the replacement printer in the event that you fail to return the defective one. If your printer is being repaired, Epson will direct you to send your printer to Epson or its authorized service center. The printer will be fixed and sent back to you. You are responsible for packing the printer and for shipping costs to and from the Epson authorized service center. 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 refurbished to the Epson standard of quality. Epson’s liability for replacement of the covered product will not exceed the original retail selling price of the covered product. Exchange products or parts assume the remaining warranty period of your original product covered by this limited warranty.

What This Warranty Does Not Cover: This warranty covers only normal use in the United States and Canada. This warranty does not cover damage to the Epson printer caused by parts or supplies not manufactured, distributed or certified by Epson. This warranty does not cover ribbons, ink cartridges or third party parts, components or peripheral devices added to the Epson printer after its shipment from Epson, e.g., dealer or user-added boards or components. 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. If a claimed defect cannot be identified or reproduced, you will be held responsible for the costs incurred.

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