

# SIDM Warranties

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# LX-350

## Epson America, Inc., Limited Warranty

**What Is Covered:** Epson America, Inc. (“Epson”) warrants to the original retail purchaser of the Epson product enclosed with this limited warranty statement, that the product if purchased new and used in the United States, Canada, or Puerto Rico, will be free from defects in workmanship and materials for a period of two (2) years from the date of original purchase. Epson also warrants that the consumable ribbon 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. For warranty service, you must provide proof of the date of original purchase.

**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. You are responsible for all costs (shipping, insurance, travel time) in getting the product to the service location. Epson will, at its option, repair or replace on an exchange basis the defective unit, without charge for parts or labor. If Epson authorizes an exchange for the defective unit, Epson will ship a replacement product to you, freight prepaid, so long as you use an address in the United States, Canada, or Puerto Rico. You are responsible for securely packaging the defective unit and returning it to Epson within five (5) working days of receipt of the replacement. Epson requires a debit or a credit card number to secure the cost of the replacement product in the event that you fail to return the defective one. If Epson authorizes repair instead of exchange, Epson will direct you to send your product to Epson or its authorized service center, where the product will be repaired and sent back to you. You are responsible for packing the product and for all 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 replacement unit may be new or refurbished to the Epson standard of quality, and at Epson’s option, the replacement may be another model of like kind and quality. Epson’s liability for replacement of the covered product will not exceed the original retail selling price of the covered product. 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 use in the United States, Canada or Puerto Rico. Excessive continual use is not considered normal use. This warranty does not cover consumables. This warranty is not transferable. Epson is not responsible for warranty service should the Epson label or logo or the rating label or serial number be removed. Epson is not responsible for warranty service 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, the use of non-Epson ribbons, add-in cards or cables, interaction with non-Epson products, or service other than by Epson or an Epson Authorized Servicer. Postage, insurance, or shipping costs incurred in presenting your Epson product for carry-in warranty service are your responsibility. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

DISCLAIMER OF WARRANTIES: THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATION MADE BY ANY OTHER PERSON OR FIRM ARE VOID.

**Remedies:** Your exclusive remedy and Epson’s entire liability for a material breach of this Agreement will be limited to a refund of the price paid for the Epson products covered by this Agreement. Any action for breach of warranty must be brought within 3 months of the expiration date of the warranty. Epson is not liable for performance delays or for nonperformance due to causes beyond its reasonable control. Except as provided in this written warranty, neither Epson nor its affiliates shall be liable for any loss, inconvenience, or damage, including direct, special, incidental or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property, resulting from the use or inability to use the Epson products, whether resulting from a breach of warranty or any other legal theory. Some jurisdictions do not allow limits on warranties or remedies for breach in certain transactions. In such jurisdictions, the limits in this paragraph and the preceding paragraph may not apply.

**Arbitration, Governing Laws:** Any disputes arising out of this Agreement will be settled by arbitration to be conducted in Los Angeles, California, in accordance with the commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. This Agreement shall be construed in accordance with the laws of the State of California, except this arbitration clause which shall be construed in accordance with the Federal Arbitration Act. To find the Epson Authorized Reseller nearest you, visit our website at: [www.epson.com](http://www.epson.com).

In Canada, warranties include both warranties and conditions.

To find the Epson Customer Care Center nearest you, visit [www.epson.com/support](http://www.epson.com/support). You can also call the Epson Connection<sup>SM</sup> at (562) 276-4322 in the U.S. and (905) 709-2170 in Canada or write to: Epson America, Inc., P.O. Box 93012, Long Beach, CA 90809-3012.

# Other SIDM Products

## Epson America, Inc. Limited Warranty

**What Is Covered:** Epson America, Inc., (“Epson”) warrants to the original retail purchaser of the Epson product enclosed with this limited warranty statement that the product, if purchased new and used in the United States or Canada, will be free from defects in workmanship and materials for a period of two (2) years from the date of original purchase. Epson also warrants that the consumable ribbon 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. For warranty service, you must provide proof of the date of original purchase.

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**What This Warranty Does Not Cover:** This warranty does not apply to refurbished or reconditioned products. This warranty covers only normal 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 is not transferable. This warranty does not cover ribbons 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. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

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# Garantía limitada de productos Epson

## 1. Garantía limitada de productos Epson

Los productos Epson tienen garantía contra defectos de fabricación y el malfuncionamiento de los materiales utilizados para la fabricación de los mismos siempre y cuando las fallas ocurran bajo las condiciones de uso y manejo detalladas en la documentación del producto. Así mismo, la garantía cubrirá únicamente el periodo especificado en la sección “Cobertura de garantía limitada Epson” en la página 5, la cual toma efecto a partir de la fecha de entrega del producto al comprador por parte de Epson o algún distribuidor autorizado Epson (vea “Lista de subsidiarias y oficinas Epson en Latinoamérica” en la página 6), en el país donde compró el producto Epson.

Epson también garantiza que los consumibles (cartuchos de tinta, tóner y baterías) incluidos con el producto se comportarán de acuerdo con las especificaciones siempre y cuando se utilicen antes de que expire la garantía de los mismos.

## 2. Alcance de la garantía

Si Epson recibiera aviso de algún defecto en el producto durante el periodo de garantía, podrá, a su discreción, reparar o reemplazar el producto defectuoso sin costo para el cliente. En el caso de reemplazo, el producto sustituido pasará a ser propiedad de Epson. El producto que servirá de reemplazo podrá ser nuevo o previamente reparado de acuerdo con los estándares de calidad Epson y gozará del remanente de la garantía del producto original.

La presente garantía no incluye compensación o indemnización alguna causada por las fallas de funcionamiento del producto Epson. En cualquier caso, la responsabilidad máxima de Epson para con el cliente quedará limitada al precio de compra pagado a Epson o al distribuidor de venta autorizado.

Epson no proporciona ninguna garantía al software no fabricado por Epson aún cuando el software se entregue con productos Epson. El software estará amparado bajo la garantía del fabricante del mismo, tal y como lo señale la documentación que el fabricante adjunte.

## 3. Limitaciones y exclusiones

La garantía no será válida en los siguientes casos:

- 3.1 Cuando los números de serie del producto hayan sido alterados o retirados.
- 3.2 Cuando el producto Epson haya sufrido modificaciones no autorizadas, se le haya dado un uso incorrecto, o si el producto fue utilizado o almacenado sin respetar las especificaciones ambientales del mismo.
- 3.3 Cuando el producto haya sufrido daños directamente relacionados con el uso de accesorios y/o consumibles no originales, rellenos o reentintados, así como el uso de tipos de papel inapropiados para las especificaciones del producto.
- 3.4 Cuando el producto sufra daños debido al transporte inadecuado del mismo. (En caso de que el empaque, instalación, mantenimiento y el desplazamiento del producto sean deficientes o negligentes).
- 3.5 Cuando se produzcan daños al producto causados por desastres naturales o provocados (incendios, inundaciones, tormentas eléctricas, terremotos, etc.), fluctuaciones de corriente eléctrica o interacción del producto Epson con productos de otras marcas y fabricantes.
- 3.6 Cuando se detecte que el producto fue desarmado total o parcialmente, o sufrió algún intento de reparación fuera de los Centros Autorizados de Servicio Epson.
- 3.7 Cuando se produzcan derrames de sustancias en el producto.
- 3.8 Cuando se descubra que las piezas plásticas exteriores hayan sido rayadas o maltratadas.
- 3.9 Cuando los daños al producto hayan sido causados por pruebas, instalación, mantenimiento o ajustes inapropiados.

## Información sobre el producto

La garantía no incluye accesorios (tapas, fundas y bandejas) o el reabastecimiento de suministros y consumibles (cartuchos de tinta, tóner, cintas entintadas, baterías, cilindros fotosensibles, perillas, cabezales de impresión y lámparas), los cuales, por su naturaleza, deben ser adquiridos regularmente a través de los canales de venta autorizados.

## 4. Obtención del servicio de garantía

Se recomienda consultar la documentación incluida con el producto para verificar que los ajustes del mismo estén correctamente configurados y ejecutar regularmente las pruebas y diagnósticos indicados. Así mismo, Epson recomienda el uso de suministros, accesorios y consumibles originales Epson para garantizar el óptimo funcionamiento del producto.

Para acceder al servicio de garantía, el cliente puede acudir a cualquiera de los Centros Autorizados de Servicio Epson de su país con una copia de su factura de compra, o llamar a los Centros de Asistencia Técnica Epson (vea la lista por países, más adelante).

En el caso de que el cliente llame, deberá proporcionar los números de modelo y serie del producto, además de los datos del lugar y la fecha de compra (la garantía es únicamente válida en el país de compra).

En el caso de que no exista un Centro Autorizado de Servicio cercano a su localidad, por favor comuníquese con el Centro de Asistencia Técnica para que uno de nuestros representantes le indique dónde obtener servicio calificado.

## 5. Responsabilidades del cliente

El cliente es responsable por la seguridad de cualquier información confidencial y de su propiedad, así como de mantener copias de todos los archivos para poder restablecerlos en el caso de fallas. Cualquier actividad relacionada con la reinstalación del software que se entregó originalmente con el producto será facturada al cliente de acuerdo a las tarifas en vigor del Centro de Servicio Epson. Estos cargos y tarifas aplicarán también si la falla es causada por defectos de programas de software que sean propiedad del cliente o por la entrada de algún virus informático.

Para obtener servicio a domicilio o en el lugar donde se utiliza y/o almacena el producto, el cliente deberá proporcionar acceso directo al producto, espacio de trabajo adecuado, instalaciones eléctricas, acceso a los recursos necesarios para la instalación, reparación o mantenimiento y seguridad para la integridad del personal de Epson y sus herramientas de trabajo.

## 6. Cobertura de garantía limitada Epson

Producto	Modelo	Duración	Condiciones
Impresora matricial	LX	Un año	Centro de servicio

### Servicio de asistencia técnica

Epson ofrece asistencia técnica mediante servicios electrónicos y telefónicos. Antes de llamar a Epson, consulte los manuales incluidos con su producto. Si no encuentra una solución a su problema, visite la página de Internet de Epson: <http://www.global.latin.epson.com>.

### Centros de asistencia técnica

País	Número de teléfono	País	Número de teléfono
Argentina	(54 11) 5167-0300	México México, D.F. Resto del país	(52 55) 1323-2052 01-800-087-1080
Bolivia*	800-100-116		
Chile	(56 2) 484-3400		
Colombia	(57 1) 523-5000	Nicaragua*	00-1-800-226-0368
Costa Rica	800-377-6627	Panamá*	00-800-052-1376
Ecuador*	1-800-000-044	Perú Lima Resto del país	(51 1) 418-0210 0800-10126
El Salvador*	800-6570		
Guatemala*	1-800-835-0358		
Honduras**	800-0122 Código NIP: 8320	República Dominicana*	1-888-760-0068
		Uruguay	00040-5210067
		Venezuela	(58 212) 240-1111

\* Para llamar desde teléfonos móviles a estos números gratuitos, póngase en contacto con su operador telefónico local.

\*\*Marque los primeros 7 dígitos, espere el mensaje de respuesta y luego ingrese el código NIP.

Si su país no se encuentra en la lista anterior, comuníquese con la empresa que le vendió el producto.

A través de Internet podrá obtener información y ayuda para todos los productos Epson. Registre su equipo Epson en nuestra página de Internet, en [www.global.latin.epson.com](http://www.global.latin.epson.com), haga clic en la opción Soporte técnico y luego seleccione Registre su producto.

### Soporte y servicio de garantía extendida

En algunos países, Epson le ofrece la posibilidad de ampliar la cobertura de la garantía original de sus productos. Pueden obtenerse detalles a través de los Centros de asistencia técnica.

## Información sobre el producto

### Lista de subsidiarias y oficinas Epson en Latinoamérica

**Epson Argentina S.A.**  
Avenida Belgrano 964/970  
(1092), Buenos Aires, Argentina  
Tel: (54 11) 5167-0300  
Fax: (54 11) 5167-0333

**Epson Chile, S.A.**  
La Concepción 322  
Providencia, Santiago  
Tel: (56 2) 484-3400  
Fax: (56 2) 484-3413

**Epson Colombia, Ltda.**  
Calle 100, No. 21-64 piso 7  
Bogotá, Colombia  
Tel: (57 1) 523-5000  
Fax: (57 1) 523-4180

**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 México, S.A. de C.V.**  
Blvd. Manuel Avila Camacho 389  
Edificio 1 Conjunto Legaria  
Col. Irrigación, C.P 11500  
México, D.F.  
Tel: (52 55) 1323-2000  
Fax: (52 55) 1323-2183

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

# Certificado de garantia

Este certificado de garantia é a sua segurança de ter adquirido um produto Epson comercializado através dos Distribuidores Oficiais designados pela EPSON DO BRASIL LTDA. Este documento é imprescindível para o exercício da garantia em todo o território nacional através do Centro de Serviço Autorizado Epson.

## TERMO DE GARANTIA LIMITADA

A EPSON DO BRASIL IND. E COM. LTDA, doravante designada “EDB”, garante, nos termos aqui definidos, os produtos Epson comercializados em todo território nacional através de seus Distribuidores e Revendas Oficiais.

A responsabilidade da EDB abrange, através de suas empresas credenciadas, a reparação do produto, substituição de partes e peças defeituosas e reparo de vícios de qualidade que o torne impróprio ou inadequado ao uso, utilizando-se sempre de peças que mantenham as especificações originais.

São considerados suprimentos: cartucho de tinta, toner, cartucho de fita, feltros absorventes e lâmpadas.

A responsabilidade da EDB não abrange danos ao produto causados por:

- a. Operação em desacordo com as condições especificadas na documentação do produto, incluindo a utilização em ciclos de trabalhos acima da capacidade do equipamento.
- b. Inabilidade no uso ou uso indevido.
- c. Uso de rede elétrica em desacordo com a voltagem nominal do equipamento ou instalação inadequada.
- d. Transporte ou estocagem indevidos ou inadequados.
- e. Danos decorrentes de acidentes, quedas, fatos da natureza ou transporte em embalagem inadequada.
- f. Modificações não autorizadas pelo fabricante, número de série rasurado ou ausente.
- g. Serviços de manutenção realizados por pessoa física ou por empresas não credenciadas.
- h. Uso de suprimentos genuínos Epson com data de validade vencida ou reprocessados ou uso de suprimentos não-originais Epson.
- i. Uso de acessórios ou peças fora de especificações técnicas equivalentes aos dos produtos genuínos Epson, que sejam considerados defeituosos ou inadequados ao produto.
- j. Ausência de cartuchos instalados nas impressoras jato de tinta, ainda que vazios.

No caso de perda da garantia por um dos motivos citados neste certificado o reparo do equipamento estará sujeito a um orçamento prévio com taxa de reprovação de orçamento por parte de nossa rede de Centros de Serviço Autorizado\*. A presente garantia limitada é válida pelo prazo de 1 (um) ano, sendo (90 dias de garantia legal, mais 275 dias de garantia adicional do fabricante) para cobertura de defeitos de fabricação, exceto para itens de consumo (suprimentos) ou desgaste natural no decorrer da utilização do produto, tais como: cartucho de fita, cartucho de tinta, toner, feltros absorventes, lâmpadas e outros itens de reposição que contam com garantia de 30 (trinta) dias. Esses prazos começam a ser contados sempre a partir da data de emissão da nota fiscal da primeira aquisição do produto. No caso de troca do produto, como uma alternativa à sua reparação, o período da garantia do produto substituto será de no mínimo 90 dias (garantia legal) ou do saldo da garantia adicional remanescente do produto substituído.

Esta garantia não cobre perdas e danos, lucros cessantes, manutenção de caráter preventivo ou qualquer perda resultante do uso ou da incapacidade de uso do produto, nem o custo de reparação ou substituição de qualquer outro bem que seja danificado.

O direito de garantia pode ser exercido diretamente em qualquer Centro de Serviço Autorizado\* Epson, devendo o usuário encaminhar o produto acompanhado da nota fiscal de venda e o presente Certificado de Garantia, sendo de sua responsabilidade as despesas de transporte e seguro.

Não existe nenhuma outra garantia além da expressa neste documento. Nenhum distribuidor, revendedor ou pessoa física tem o direito de estender ou modificar a presente garantia oferecida pela EDB. Fica reservado à EDB o direito de cancelamento desta garantia, no caso de constatação do descumprimento de quaisquer desses termos.

EPSON DO BRASIL LTDA.

Suporte Técnico: Para capitais e regiões metropolitanas: (11) 4003-0376 e demais localidades: 0800-880-0094 ou pelo site: [global.latin.epson.com/br](http://global.latin.epson.com/br)

Etiqueta do Produto:

Modelo:

Nº de Série:

Revenda:

Tel:

Atenção: A apresentação da nota fiscal de venda e deste certificado é indispensável para o atendimento em garantia. Aconselhamos o uso da embalagem original para transporte do referido equipamento.

(\*) Vide lista de Centros de Serviço Autorizados no site [global.latin.epson.com/br](http://global.latin.epson.com/br)