

LIMITED PRODUCT WARRANTY FOR PRINTER ACCESSORY DEVICE

ACCESSORY
PRODUCT

1. Subject to the terms and conditions of this limited warranty, DNP Imagingcomm America Corporation (“DNP IAM”) warrants to the original purchaser at retail (“Customer”) of this Printer Accessory Device (this “PAD”) that for a period of twelve (12) months following the purchase of this PAD as evidenced by a sales invoice or proof of purchase (the “Warranty Period”) that such PAD shall be free from any defect in material or workmanship and that should this PAD prove to be defective, DNP IAM shall repair or replace, at its option, any defective PAD or part thereof, without charge and shall, during the Warranty Period, be responsible for any labor cost for any warranty repair when such labor is performed at a specified DNP IAM warranty service location. This limited warranty is applicable to Customers who purchase and use the PAD in the 48 contiguous United States, Canada, Mexico, Central America, South America or the Caribbean.
2. a. **48 Contiguous United States and Canada.** In order to obtain warranty service in the 48 contiguous United States or Canada, Customer must provide written notice to DNP IAM describing in reasonable detail any technical defect, and DNP IAM then will independently confirm such defect. DNP IAM or its authorized reseller will assist Customer to diagnose and correct the defect via phone or email. If the defect persists, Customer must contact DNP IAM to obtain a Return Material Authorization (RMA) Number. Customer must mark the shipment with the RMA number and ship to the designated DNP IAM repair facility using original packaging or ample packing materials and protective pads to prevent shipping damage. Customer must promptly send the PAD to DNP IAM or a location specified by DNP IAM or, at DNP IAM’s election, make the PAD available for DNP IAM’s inspection. Such shipping costs and expenses shall be paid by Customer. DNP IAM reserves the sole and absolute authority to determine whether a PAD is covered by this warranty.
b. **Mexico, Central America, South America and the Caribbean.** In order to obtain warranty service in Mexico, Central America, South America or the Caribbean, Customer must provide written notice to the DNP IAM authorized in-country reseller, and such in-country reseller will assist Customer to diagnose and correct the defect via phone or e-mail. If the defect persists, such in-country reseller will undertake to repair the PAD at no cost to Customer. DNP IAM and such in-country reseller reserve the sole and absolute authority to determine whether a PAD is covered by this warranty.
3. If DNP IAM, or in the case of Mexico, Central America, South America and the Caribbean, the authorized in-country reseller, determines that a PAD defect is covered by this Warranty, DNP IAM, or the authorized in-country reseller where applicable, shall at its own cost and expense ship a repaired or replacement PAD without unreasonable delay or take such other steps as may be agreed in writing between DNP IAM and Customer. Customer shall be responsible for all charges and regulatory requirements associated with shipping or other warranty actions outside of the 48 contiguous United States or Canada. All sales are final and nonrefundable and in no case shall this warranty be interpreted to permit a refund or right of return.
4. This limited warranty does NOT cover damage or defects resulting from (a) accidents or improper handling during transportation, (b) improper installation, abnormal use, improper maintenance, misuse, negligence, accident, (c) use of printers not sold by DNP or print media other than media manufactured by DNP IAM or print media not meeting DNP IAM’s specifications (as determined by DNP IAM (d) alteration, modification, repair or service on the PAD or any software on the PAD by anyone other than DNP IAM or a DNP IAM specified service location, or (e) improper storage.
5. TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY AND THE REMEDIES PROVIDED HEREIN ARE EXCLUSIVE, AND THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION HEREIN, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE.
6. IN NO EVENT SHALL DNP IAM OR ANY OF ITS THIRD PARTY SUPPLIERS OR AFFILIATED ENTITIES BE LIABLE FOR LOST PROFITS, LOSS OF USE OR SPECIAL, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES OR DAMAGES OF ANY OTHER KIND, INCLUDING PERSONAL INJURY, BASED UPON A CLAIM FOR BREACH OF WARRANTY OR OTHERWISE RESULTING FROM ANY PRODUCT COVERED BY THIS WARRANTY OR A SALES CONTRACT, EVEN IF DNP IAM, A THIRD PARTY SUPPLIER OR AN AFFILIATED ENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
7. a. **48 Contiguous United States and Canada.** To obtain warranty service, a Return Material Authorization, repair facility locations or technical support, in the contiguous United States or Canada, please contact DNP IAM at 1-855-367-7604 or (724) 696-8957 or email support at dnpsupport@dnp.imgcomm.com.
b. **Mexico, Central America, South America and the Caribbean.** To obtain warranty service in Mexico, Central America, South America or the Caribbean, please contact the DNP IAM authorized in-country reseller.



Visit us at www.dnpimagingcomm.com

DNP Imagingcomm America Corp.
4524 Enterprise Dr. NW Concord, NC 28027
TEL: +1-855-367-7604 ❖ FAX: +1.800.658.2996
EMAIL: dnpsupport@dnp.imgcomm.com
PN: 35-520 ❖ Rev: November 2016