

## **Epson America, Inc. Limited Warranty**

### **What Is Covered**

Epson America, Inc. ("Epson") warrants to the original end-user purchaser that the Epson product covered by this limited warranty statement, if purchased and operated only in the United States or Canada, will be free from defects in workmanship and materials for a period of one (1) year from the date of original purchase. 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 call the Epson Connection<sup>SM</sup> at (562) 276-1360 for warranty repair instructions and return authorization. An Epson service technician will provide telephone diagnostic service to determine whether the product requires service. If service is needed, Epson will, at its option, repair or exchange the product without charge for parts or labor.

**Whole Unit Exchange Program:** For Epson to process a Whole Unit Exchange, you must secure return of the defective product by providing Epson with a valid debit or credit card number with sufficient credit to cover the price of the replacement product. You will be billed at the Manufacturer's Suggested Retail Price for the unit if the defective product is not returned to Epson within 10 business days of shipment of the replacement product from Epson. If the unit is returned damaged because you have not properly packed or shipped it, you will be billed for the damage.

Upon verification of security, Epson will ship the replacement unit via ground service. It is your responsibility to unpack and install the exchange unit at your location. You will also need to transfer the removable components (the stackers, USB cable, and the power cable - but not the ink cartridges) from your defective unit to the exchange unit. It is also your responsibility to properly repack the defective product in the exchange unit box and return it to Epson within 10 business days using any instructions provided by Epson. (For details on packaging and shipping, please see "Repackaging and Transportation Instructions" below.)

**Repair Program:** Under the Repair Program, Epson can refer you to an Epson-authorized Customer Care Center near you. It will be your responsibility to contact the Customer Care Center and make arrangements to carry your unit in for service. The Epson-authorized Customer Care Center may repair or ship the unit to Epson for repair. If the unit is being shipped to Epson for repair the original box and packing materials must be used (For details about proper packing and shipping, please see "Repackaging and Transportation Instructions" below.)

**Repackaging and Transportation Instructions:** To avoid permanently damaging the unit, it is extremely important that you follow the instructions below when preparing to ship or transport the unit.

- In case shipment of the unit for service becomes necessary, to prevent unrepairable damage to the unit, the unit should be packaged in its original box and packaging materials. If you do not have these items, you may purchase them through Epson.

- To prevent ink from spilling and damaging the unit during shipping or other transport, the unit must be shipped or transported with the ink cartridges installed. Empty cartridges can be used for transportation purposes.
1. For Whole Unit Exchanges, remove the disk stacker units from your older unit and install them in the exchanged replacement unit. If you are shipping the unit for Repair Service to a local Customer Care Center, do not remove the stackers instead securely tape them inside the device.
  2. Make sure that ink cartridges are installed in the unit and the ink cartridge door is closed.
  3. Unplug the power cord and the USB Cable. For Whole Unit Exchanges, transfer these components from your defective unit to the exchanged replacement unit. For Repair Service, place the cables in a plastic bag and ship them with the unit.

**CAUTION:** Do not turn off the unit by unplugging it or turning off a power strip. The printer will not be able to lock the print head in the home position and ink will leak out, damaging the unit.

4. Repack the unit using the original box and packing materials.

#### **What This Warranty Does Not Cover**

This warranty covers only normal use in the United States and Canada. This warranty is not transferable. This warranty does not cover the integrity or longevity of any text, images, or other data recorded on discs produced with the Epson product; or any color change or fading of disc labels; or reimbursement for materials or services required for reburning or reprinting. This warranty does not cover damage to the Epson product caused by parts or supplies (e.g., ink cartridges and discs) not manufactured, distributed, or certified by Epson. This warranty does not cover third-party parts, supplies, components, or peripheral devices added to the Epson product after 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. Epson reserves the right in its sole discretion to refuse to provide support to a user if Epson believes the user may be violating intellectual property or other laws.

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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 have other rights which vary from jurisdiction to jurisdiction.

You can also write to:

Epson America, Inc., P.O. Box 93012, Long Beach, CA 90809-3012