

LIMITED PRODUCT WARRANTY AND TECHNICAL SUPPORT - Terms & Conditions

The Copier Parts Company is a **distributor only** for Hewlett Packard Products. Copier Parts is **not a warrantee centre**. Invoice signed by the customer or its authorized representative agent, and held by The Copier Parts Company shall be proof that goods were received in goods order.

WARRANTY PERIOD

Products purchased from The Copier Parts Company (Pvt) Ltd are covered by a **One (1) Year Carry In Warranty**. (N.B Powerpack & Battery carry a **Three (3) Month Carry In Warranty**) .

We recommend that customers purchase all toners and inks from The Copier Parts Company for the duration of the warranty period. If we find that this is not the case, there is a chance that the warranty will be deemed null and void. Please note that The Copier Parts Company have approved the use of Katun toner cartridges in our printers during this warrantee period.

The Warranty will not apply on any condition arising from the following:

- Software related issues.
- Failure to use, store or handle the product correctly.
- Incorrect installation.
- Modification to the product e.g. damage that results from connection of other Fittings or accessories to the product that were not approved by the manufacturer.
- Tampering with or opening the product.
- External causes outside of our control, e.g. Fire/burglary/lightening/power surges.

Warranty



- Should you be sending your laptop, desktop or any device with a hard disk drive into warrantee, it would be advisable to create your own set of recovery disks , as well as a complete back up. Copier Parts and/ or the warrantee centres cannot be held responsible for loss of data.
- On assessment of the device, should the warrantee centre declare that the faulty product does not qualify under warrantee, there is a chance that an inspection fee will be levied (between \$20 - \$50). With this in mind, please ensure that you are certain that it is a warrantee claim. If you are unsure, please contact us prior to sending in your device.

WARRANTY PERIOD

Warrantee ONLY covers Hardware Faults and Failure. If you experience problems, or your product fails during the Warranty Period, please return the product with the following information:

- Original VAT Invoice indicating date of purchase.
- Product Model
- Product Serial Number
- Applicable Error Messages
- Operating System, e.g: Windows XP, Vista Home etc.

Once received, we will send the equipment onto the relevant HP authorized Warranty Centre.

N.B The warrantee process could take anywhere between 2-6weeks depending on the diagnosis.

Thank you for purchasing your product from The Copier Parts Company!!



Be original, buy original