



WARRANTY AGREEMENT rev 12.22.09

What is covered?

LogoJET.CA provides a limited warranty to the original Purchaser of a LogoJet Printer, for a 12 month period beginning on the date of receipt at customer location. LogoJET.CA warrants that printers purchased from LogoJET.CA or through an authorized LogoJET.CA distributor or reseller; its components, and accessories are in good working order and free from defects in workmanship and materials.

What will LogoJET.CA do to correct the problem?

All service will take place at our Rochester, NY office. Most of our support is available via online chat, e-mail and telephone. LogoJET.CA does not provide onsite service as most technical issues can be resolved by ordering spare parts and following our simple video instructions for self replacement, or by sending printer in for depot service. LogoJET.CA reserves the right to assess damage and determine whether proper or improper handling has taken place.

During the warranty period LogoJET.CA will, at their discretion:

Repair the product by means of telephone support during depot hours of 9:00am to 6:00pm

1. Parts replacement, in which customer is responsible for all shipping costs.
2. If the printer is not repairable via telephone support, the Purchaser may use our depot service and must contact the service department to obtain a Return Materials Authorization Number and instructions for proper packaging.

Warranty only covers the replacement of the following parts:

- 1 Main Logic
- 1 Power Supply

In the event of a technical issue, LogoJET.CA recommends the Customer first utilize support materials shipped with the product, product diagnostics, information contained on the web at <http://logojet.ca/support.php> or email support@logojet.ca or call toll free 1-877-432-2559 Ext 101

LogoJET.CA reserves the right to charge for depot service in exceptional cases. In the maintenance of the product, LogoJET.CA may use new or equivalent to new parts, or products for equal or improved quality. All defective parts and products become the property of LogoJET.CA. LogoJET.CA may require the return of parts, and products to a designated Depot Center from which the part or product was originally purchased.

What this warranty Excludes (Does Not Cover)

The printer head and capping station require yearly service and are considered consumables not covered under warranty.

These warranties shall not apply to any defect, failure, or damage caused by misuse, inadequate maintenance or improper care, neglect and alteration. LogoJET.CA shall not be obligated to warranty printer or accessories under the following conditions:



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- a. damage resulting from attempts by personnel other than LogoJET.CA representatives to install, repair, or service the product unless directed by a LogoJET.CA representative;
- b. damage, malfunction, or degradation of performance resulting from improper use or connection to incompatible equipment;
- c. damage, malfunction, or degradation of performance caused by the use of non- LogoJet supplies or consumables or the use of LogoJet supplies not specified for use with this product;
- d. any item that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product or degrades performance or reliability;
- e. to perform maintenance or cleaning or to repair damage, malfunction, or degradation of performance resulting from failure to perform maintenance and cleaning as prescribed in published product materials;
- f. damage, malfunction, or degradation of performance resulting from use of the product in an environment not meeting the operating specifications set forth in the product's documentation;
- g. damage, malfunction, or degradation of performance resulting from failure to properly prepare and transport the product as prescribed in published product materials;
- h. damage, malfunction, or degradation of performance resulting from acts of God or nature, acts of terrorism, explosion, flood, fire, war, and riots;
- i. If the print volume exceeds the set amount referenced in this warranty statement;
- j. If items that have been refilled, used up, abused, misused, or tampered with in any way;
- k. If installation of replacement items is considered customer replaceable;
- l. If customer requires support for software not supplied by LogoJET.CA;
- m. If customer requires software or firmware updates or upgrades.
- n. If customer computer system, pc, laptop is non functional when connected to LogoJet Express.

Any service identified in the above list and provided by LogoJET.CA at the Customer's request shall be invoiced to Customer at the then-current rates for parts, labor, and travel.

To the Extent allowed by local law, except for the obligations set forth in this warranty statement, In No event shall LogoJET.CA be liable or responsible for the following:

- Any incidental or consequential damages, expense, inconvenience or loss caused from LogoJET printer operation or inability to operate. LogoJET.CA is not liable for any damages exceeding the printer purchase price.
- Any images, graphics, text or combination thereof printed, produced or generated by The LogoJET Printers or Software under this agreement.
- The longevity and integrity of any images, graphics, text or combination thereof produced by or generated by LogoJET printers or software under this agreement.
- Shipping of the LogoJET Printer to and from LogoJET.CA for any repairs. LogoJET.CA is NOT responsible for any packages lost or damaged during shipment.

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