

Guarantee conditions for berolina xChange Printer



- 1_ This guarantee applies to all refurbished xChange Printers only if operated with berolina consumables during the guarantee period.
- 2_ Guarantee claims made within this period do not affect the warranty terms.
- 3_ This guarantee does not cover wear parts (e.g. drive rollers, etc.) or consumables (e.g. toner, ink, fuser unit, drum kit etc.).
Damage caused by force majeure (fire, water, power surges etc.), willful damage, use of unauthorized supplies, negligence or unauthorized modification of the printer are also not covered by the guarantee. If it is determined by a berolina technician, on-site that the matter in hand does not fall under guarantee conditions the repair of the printer may be charged.
- 4_ The guarantee comprises repair or replacement of guaranteed parts by a berolina technician. The berolina technicians are free to decide whether to use new or refurbished parts within the scope of the warranty repair process.
- 5_ The guarantee comprises repair or replacement of guaranteed parts. Decisions in this regard shall be made by berolina technicians. Replacement parts may be new or as good as new in their performance.
- 6_ Repairs under guarantee may be carried out only by berolina technicians. Third party costs shall not be covered. In cases covered by the guarantee, the technician shall decide whether the faulty device is to be repaired or replaced by a device of equal value. If a faulty device must be sent in, it shall be sent in at the instigation of the berolina technician, after consulting berolina Schriftbild and at the expense of berolina Schriftbild.
- 7_ The customer as well as the Europartner / Distributor shall incur no costs in guarantee cases, as long as the guarantee conditions are met.
- 8_ The guarantee does not constitute an entitlement to a change in the purchase agreement or to any reduction of payment in the purchase agreement. It does not apply to direct or indirect consequential damage (e.g. loss of working hours or similar) caused by the guarantee claim. Claims for damages are excluded.