

Warranty Conditions

of Media-Concept Bürobedarf GmbH, Biberger Straße 93, D-82008 Unterhaching

§ 1 Warranty

(1) The vendor grants a 36-month warranty on printer cartridges and toners of the "Prindo" brand purchased from it.

(2) If one of the specified products is defective, the vendor shall replace it free of charge or reimburse the full purchase price at its own discretion. After prior consultation, the customer must first send the defective goods to the vendor.

In addition, the vendor guarantees that the use of printer cartridges and toners of the "Prindo" brand shall not cause any damage, premature wear or other deterioration to the devices in which these products are used as intended by the customer, such as printers or photocopiers.

(3) If, despite this, the use of printer cartridges and toners of the "Prindo" brand can be shown to have damaged the customer's device, such as a printer or photocopier, in which the products were used by the customer in accordance with the operating instructions, the vendor shall reimburse the repair costs, not exceeding the current value of the damaged part or device. This shall only take place on the condition that the vendor has been informed immediately of the type and scope of the damage by the customer in writing (e.g. email) (see § 3 (1)). After assessment by the vendor's quality assurance department, a decision shall be reached as to whether the customer should send the device in or whether the repair should be carried out by an external technician. In the case of a warranty claim, the customer shall not incur shipping costs. Any parts removed for replacement become the property of the vendor.

The vendor reserves the right to have the device in question checked by an independent expert. Damage that can be traced back to improper handling or non-observance of the operating instructions and instructions as well as non-compliance with the specifications of the device manufacturer shall not be repaired.

(4) In addition, any manufacturer's warranty for the customer's device shall remain unaffected.

§ 2 Duration

(1) The term of the warranty starts on the date of purchase.

(2) The vendor's receipt of notification of the defect and a copy of the invoice/proof of purchase in accordance with § 3 is decisive for compliance with the deadline.

§ 3 Exercising the warranty, customer obligations

(1) In order to exercise the warranty, the customer must notify the vendor of the defect in writing (e.g. email) and send a copy of the invoice/proof of purchase for the respective product.

(2) In the event of a defect, the buyer must do everything possible to limit the damage. Defective printer cartridges and toners may no longer be used by the customer after a defect has been discovered. Printers or other devices which suffer damage due to the use of inadequate printer cartridges and toners may no longer be used by the customer until the damage has been rectified. Consequential damage caused by the continued use of defective printer cartridges and toners after a defect has been discovered is not covered by the warranty.

§ 4 Warranty Limitations

The customer must always observe the operating instructions and the manufacturer's specifications for the device in question. In the event of failure to comply with the operating instructions and/or failure to comply with the manufacturer's specifications, or if the buyer or unauthorised third parties make changes to the devices or goods or are responsible for their improper use, improper installation or assembly or for a lack of care, the vendor's warranty shall become void.

Claims for lost profit and damages are also excluded from the warranty.

§ 5 Legal Rights

In the event of a defect, the customer's statutory rights exist independently of this warranty and are in no way restricted by the warranty. The consumer's statutory rights in the event of defects can be exercised free of charge.

For service and further information please contact:

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