

Terms and Conditions of the Printer Protection Guarantee

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§ 1 Printer Protection Guarantee

- (1) The seller provides a Printer Protection Guarantee for a period of 60 months when Prindo-branded ink cartridges and toner are purchased from the seller.
- (2) The seller guarantees that using Prindo-branded ink cartridges and toner as intended will not cause any damage, premature wear or other deterioration to the devices in which the customer installs these products, such as printers or photocopiers.
- (3) If it is proven that the use of Prindo-branded ink cartridges and toner has caused damage to the customer's device in which the customer has installed these products correctly, for their intended purpose and in accordance with the device's operating instructions, the seller will reimburse the repair costs, up to a maximum of the current value of the damaged part or device. Reimbursement is conditional upon the customer having notified the seller without undue delay, in text form (e.g. by email), of the nature and extent of the damage (see § 3(1)). Following an assessment by the seller's quality assurance department, a decision will be made as to whether the customer is to send in the device or whether the repair is to be carried out by external technicians. The customer will not incur any shipping costs in cases covered by the guarantee. Replaced parts become the property of the seller. The seller reserves the right to have the device concerned examined by an independent expert. No compensation will be provided for damage resulting from improper handling or failure to follow the operating instructions and guidance, or failure to comply with the device manufacturers' specifications.
- (4) Any manufacturer's guarantee for the customer's device remains unaffected by this guarantee.

§ 2 Duration and scope

- (1) The guarantee period begins on the date of purchase of the relevant Prindo product.
- (2) The date on which the seller receives the notification of damage and the copy of the invoice or proof of purchase in accordance with § 3 is decisive in determining whether the deadline has been met.
- (3) The guarantee applies to products that the seller has delivered to a delivery address in a Member State of the European Union or in Switzerland.

§ 3 Making a Claim under the Guarantee, Customer's Obligations

- (1) To make a claim under the guarantee, the customer must notify the seller of the damage in text form (e.g. by email) and send the seller a copy of the invoice or proof of purchase for the relevant product.
- (2) If damage occurs, the customer must take all necessary steps to limit the damage. The customer must not continue to use ink cartridges and toner that have been found to be defective. Printers or other devices that have been damaged through such use must not be used by the customer until the damage has been repaired. Consequential damage for which the customer is responsible as a result of continued use after a defect has been identified is not covered by the guarantee.

§ 4 Limitations of the Guarantee

The customer must always follow the operating instructions for the device being used and the manufacturer's guidance. The seller's guarantee ceases to apply in the event of failure to follow the operating instructions and guidance, as well as failure to comply with the device manufacturers' specifications, and/or modifications to the devices or the goods, and/or use other than as intended, as well as improper installation or assembly and inadequate care by the purchaser or unauthorised third parties. Claims for loss of profit and further compensation for damages are also excluded from the guarantee.

§ 5 Statutory Rights

The customer's statutory rights in respect of defects in the purchased goods exist independently of this guarantee and are not restricted by it in any way. Consumers may exercise their statutory rights in respect of defects free of charge.

For service and further information, please contact: kontakt@prindo.de