

EPSON®

WARRANTY

Epson offers this **commercial warranty** to "you", the first user of this product*. When the term "warranty" is used in this document without further qualification, it refers to this commercial warranty. This warranty is provided in addition to your statutory rights against the company or person supplying the product to you and any legal rights you may have against Epson or any other party. These rights vary by country and are not affected by this warranty in any way. For the purposes of this document, 'Epson' refers to Epson Middle East FZCO, as per the details in the last page of this document. Epson is responsible for the country into which your Epson product was first sold by Epson.

* This warranty does not apply to purchasers who acquire the product for resale to end-users or other resellers.

The warranty period applicable to your product can be determined using the search function on the Epson website www.epson.com/eme, where this warranty is offered. The warranty period begins on the date of purchase and will not extend beyond any specified product life or maximum usage conditions, if those limits are reached during the warranty period (see product documentation for details). The 'product' includes any accessories provided by Epson, except for consumables items. If you transfer the product to another person, they will benefit from the remaining term of this warranty, but the warranty period will still run from the original date of purchase.

If your Epson products **ceases to operate according to its specifications during the warranty period**, Epson will provide the services described in this document. In certain regions, these services may be delivered by an authorized Epson contractor. The services you receive will be those provided as standard by Epson in the country where the product is located. Initially, Epson will provide support and guidance to attempt to resolve the issue remotely. If Epson determines that the product requires repair, Epson, at its sole discretion (depending on the model, age of the product, location and nature of the fault), will arrange for repair or replace the product with a quality assured refurbished unit. Prior to returning any product to an Epson service provider, you should remove and retain any data or non-Epson products. **Note for Printers users:** Do not remove any ink, ribbon, toner cartridge or maintenance box from the printer, as they are needed for diagnostics.

Epson will not repair or replace products if the fault, in Epson's opinion, is caused by:

- (i) externally caused damage, including computer viruses or malfunction of application software;
- (ii) use outside of the product's specifications or improper usage, including overuse as defined by the product manufacturer (whose decision regarding usage outside of specifications is final);
- (iii) use of non-Epson or approved accessories, parts or consumables;
- (iv) modifications made to the product as originally supplied by Epson;
- (v) drivers or software that accompanied the product, as modifying or correcting these falls under the software's license terms and is not covered by this warranty.

This warranty is a statement of the services Epson will provide under specific circumstances. We offer only those services and accept liability only to repair or replace your product as described in this document. It does not imply or guarantee that the product will be free from failure. No fee is charged for this warranty, and it does not create a contractual relationship between Epson and you.

By offering this warranty we accept no liability beyond what is providing by this warranty nor beyond what we are bound to provide according to our legal obligations. If in any case Epson does have a liability we do not accept, provided the law applicable permits us to restrict our liability, any liability for (i) any loss of profits or use or for the restoring or recovering of any data corrupted or lost or (ii) any amount greater than the price paid by you for the product.

In countries which do not allow liability for certain kinds of damages to be limited or excluded, some or all of the above limitations or exclusions may not apply to you.

Depending on your Epson product, the service level under this commercial warranty may be 'return-to-base' (return of the equipment for repair at an authorised Epson service provider) or 'on-site' (repair on site by an authorised Epson service provider). You can find a list of authorised repair centres on our website or contact your local EPSON support desk who will be able to direct you to the nearest support centre (www.epson.com/eme).

Commercial warranty service level, process:

Wherever you buy your product, you can contact Epson directly (contact details are available on our website, Support pages), without having to go through the potential reseller.

After this first contact and diagnosis, in the **case of product under return-to-base cover**, we will ask you to return your product to one of our service centres. You bear the cost of sending the product to the Epson service provider as well as the return of the product to you, after repair. We use all efforts to repair within 5 working days of its receipt. Transportation time is not included in this target repair time. In the **case of on-site cover**, if an on-site visit is necessary, our target is 2 working day following receipt of the contact (for all contacts received before 3pm). The service provider will visit the site indicated by the customer between usual business hours and business days, excluding public holidays or any other days when the Epson authorised service provider is not open for business. The above timings are indicative and not applicable if the distance between the location of the product and the nearest repair centre is more than 200 km. You can find the repair centre nearest you by visiting (www.epson.com/eme).

In either case, it will be your responsibility to uninstall, back up and reinstall your configuration on the product related to its use or its connection to the network or other devices. Epson does not accept any responsibility for any loss of data.

Return to base service level includes the provision of replacement or repair with new, remanufactured or refurbished parts labour costs. In the case of on-site service level, it also includes the costs of the technician's journey to the site. This commercial warranty is not an insurance or maintenance contract and so there no loan of a device during the period of downtime due to repair.

We will adopt the best solution, replacement or repair with new remanufactured or refurbished parts, depending on the type of incident.

All our printers are serviced with genuine Epson ink.

To request services under this warranty, please contact the Epson service desk in the country where the product is being used. This information can be found at www.epson.com/eme. Go to your region/Country within the site and select the support section. You will need to provide proof to the Epson service desk that the individual product concerned is within the warranty period before any services are provided. This will usually be a purchase receipt or invoice identifying the product, place and date of purchase.

Not included in this commercial warranty:

On-site configuration of the product.

Routine maintenance by the user, cleaning or replacement of consumables (e.g., ink cartridges, lamps) as described in the product user manual.

Calibrating other products that may be connected to or used with the product or resetting your administrator or user codes. In addition, Epson assumes no responsibility for the performance of the product when used with other equipment or software.

Reinstallation of your configuration and application software.

The replacement of parts (unless specifically agreed) that would normally be replaced during the life of the product or any component that has reached the end of its life due to alteration, wear or tear.

Consumables, including but not limited to inks, ribbons, toners, photoconductors, ovens, batteries, maintenance boxes, lamps, and feed rollers in some cases, original options other than Epson, added by the customer, as well as the consequences on the equipment linked directly or indirectly to their use.

If your product is not normally sold and supported in the country where you use it, we may charge you for returning it to the nearest country which does support the product or for obtaining parts not available locally.

Any additional services you request outside the scope of this warranty will be charged to you at the standard rates offered by the firm requested to perform them and will be provided in accordance with their standard terms of business.

For optimum performance from your Epson product, we recommend using only genuine Epson consumables and options. Visit www.epson.com/eme for more information on stocklists, installation drivers, user guides, product specification, firmware and product related software updates.

Additional Information (not part of the warranty)

Optional extended warranties may be available for your product. Normally these can only be purchased at the time you purchase your product or shortly afterwards. Visit www.epson.com/em for details.

If your product fails after the Epson warranty period has ended, chargeable out-of-warranty repairs can be performed by local Epson service agents. Visit www.epson.com/eme for details.

LIST OF COUNTRIES

Afghanistan	افغانستان (Afghānistān)
Algeria	الجزائر (Al-Jazā'ir)
Angola	Angola
Armenia	Հայաստան (Hayastan)
Azerbaijan	Azərbaycan
Bahrain	البحرين (Al-Baḥrayn)
Benin	Bénin
Botswana	Botswana
Burkina Faso	Burkina Faso
Burundi	Burundi
Cabo Verde	Cabo Verde
Cameroon	Cameroon
Central African Republic	République centrafricaine
Chad	Tchad
Comoros	Komori
Democratic Republic of the Congo	République Démocratique du Congo
Djibouti	جيبوتي (Djībūtī)
Egypt	مصر (Miṣr)
Equatorial Guinea	Guinea Ecuatorial
Eritrea	ኤርትራ (Ertrā)
Ethiopia	ኢትዮጵያ (Ītyōpp̄yā)
Gabon	Gabon
Gambia	Gambia
Georgia	საქართველო (Sakartvelo)
Ghana	Ghana
Guinea	Guinée
Guinea-Bissau	Guiné-Bissau
Ivory Coast	Côte d'Ivoire
Iraq	العراق (Al-'Irāq)
Israel	ישראל (Yisra'el)
Jordan	الأردن (Al-'Urdun)
Kazakhstan	Қазақстан (Qazaqstan)
Kenya	Kenya
Kuwait	الكويت (Al-Kuwayt)
Kyrgyzstan	Кыргызстан (Kyrgyzstan)
Lebanon	لبنان (Lubnān)
Lesotho	Lesotho
Liberia	Liberia
Libya	ليبيا (Lībyā)
Madagascar	Madagasikara
Malawi	Malawi
Mali	Mali
Mauritania	موريتانيا (Mūrītānyā)
Mauritius	Moris
Moldova	Moldova
Morocco	المغرب (Al-Maghrib)
Mozambique	Moçambique
Namibia	Namibia
Niger	Niger
Nigeria	Nigeria
Oman	عُمان ('Umān)
Palestine	فلسطين (Filasṭīn)
Qatar	قطر (Qatar)
Republic of the Congo	République du Congo
Rwanda	Rwanda
São Tomé and Príncipe	São Tomé and Príncipe
Saudi Arabia	السعودية (As-Su'ūdiyyah)

Senegal	Sénégál
Seychelles	Sesel
Sierra Leone	Sierra Leone
Somalia	Soomaaliya
South Africa	South Africa
Sudan	السودان (As-Sūdān)
Swaziland	Eswatini
Tanzania	Tanzania
Tajikistan	Тоҷикистон (Tojikiston)
Togo	Togo
Tunisia	تونس (Tūnis)
Türkiye	Türkiye
Turkmenistan	Türkmenistan
Uganda	Uganda
Ukraine	Україна (Ukrayina)
United Arab Emirates	الإمارات العربية المتحدة (Al-ʿImārāt al-ʿArabīyah al-Muttaḥidah)
Uzbekistan	Oʻzbekiston
Yemen	اليمن (Al-Yaman)
Zambia	Zambia
Zimbabwe	Zimbabwe

Epson Middle East FZCO
Bldg. 6WA-401 Dubai Airport Freezone
P.O. Box 371567
Dubai
United Arab Emirates