



## **Product Warranty Statement**

### **Telpar Standard Product Warranty**

For one (1) year after shipment of the printer product to the Buyer, Telpar warrants the product against defects in materials and workmanship provided the product has been operated and maintained in accordance with manufacturer's operating and maintenance specifications.

***This warranty specifically excludes ribbons, paper and other consumable items.***

***This warranty is in lieu of any and all other warranties, expressed or implied.***

Telpar makes no other warranty and buyer specifically waives any other warranties, including warranties of merchantability or fitness for a particular purpose. There are no warranties which extend beyond those described herein.

Telpar's liability hereunder is limited to the repair or replacement of defective parts. This liability does not extend to normal wear and tear. Telpar will, solely at its option, remedy all valid warranty claims either by:

- Repairing or replacing the defective unit at Telpar's factory; or
- Repairing or replacing the defective subassembly at Telpar's factory.

If so directed by Telpar, the Buyer shall return the defective unit or subassembly, transportation prepaid by the Buyer, to Telpar's factory. After repair or replacement has been accomplished, Telpar will return the unit or subassembly, transportation prepaid by Telpar, to the Buyer.

As a precondition to any warranty service, prior to return of any units or subassemblies to Telpar by the Buyer, Buyer must contact Telpar's Order Administration Services and receive authorization in the form of a Return Material Authorization (RMA) number. Telpar reserves the right to refuse any goods it has not previously authorized for return, or any goods shipped without transportation prepaid.

No warranty shall apply to any damage resulting from or caused by buyer, if buyer shall make any changes, modifications, additions or deletions of hardware, software or firmware in the printer products sold hereunder without Telpar's advance written consent.

### **Printer Mechanism**

For one (1) year after shipment of the printer product to Buyer, Telpar warrants the product against defects in materials and workmanship provided the product has been operated and maintained in accordance with manufacturer's operating and maintenance specifications. This warranty specifically excludes ribbons, paper and other consumable items.

### **Product Repair Warranty**

Telpar warrants repairs and parts used for ninety (90) days. Warranty applies only to the actual repairs performed, and excludes problems not worked on.



## To request a Return Material Authorization (RMA) Number:

Contact Telpar at **1 (800) 872-4886** to open a call for return products, repairs and warranty repairs.

### For Telpar Warranty/RMA Service

Please provide Telpar with the following information:

- Serial number
- Model Number
- contact name and phone number and email address
- problem description
- the address where the equipment is to be shipped BACK to

Indicate if a certificate of compliance or non-conformance is required.

Indicate when the product must be returned if time sensitive as our normal repair lead times are 2 weeks.

The customer **must** write the Return Authorization Number (*work order #*) on the outside of the package they are returning to insure prompt processing of their repair.

The Customer must indicate if a price quote is required before the unit is repaired.

The Customer will be given an RA number for each unit to be sent to Telpar's location in Dover NH for repair.

The Customer will be informed that their unit should be shipped to Telpar's Dover NH Depot for repair.

Ship to address is:

Telpar  
187 Crosby Road  
Dover, New Hampshire 03820

LIST RA# on the outside of the package

A Telpar representative will call the Customer back with a price quote, if required.

**Please be aware that no work will commence until the price quote has been approved by the Customer.**

**For more information call 800-872-4886 or email [info@telpar.com](mailto:info@telpar.com)**