

## Label Power Warranty (RMA)

### Introduction

This Warranty is in addition to other rights or remedies that you may have under the ACL in relation to your Product, or extended manufacture warranties. Please contact Label Power via [help@labelpower.com.au](mailto:help@labelpower.com.au) before contacting the manufacture.

### Warranty Terms

Your warranty comes with 15mins of free phone support within the first week of receiving your product.

Please log a ticket using [help@labelpower.com.au](mailto:help@labelpower.com.au)

Label Power offers a 1 year (unless otherwise advertised) Return to Base on your Product subject to the following conditions:

Most Products have a maximum usage length. Please see individual product for details.

All warranty and service requests will be requested through the portal [help@labelpower.com.au](mailto:help@labelpower.com.au) and "Support Request Form" (also known as: RMA "Return Material Authority") sent with the product if returning to prevent delays.

Label Power warrants that your Product will be free from any defect in materials or workmanship for one (1) year (or, in case of a Second hand, for three (3) months) after your Purchase Date.

The warranty does not cover software and consumables unless dead on arrival. Printheads are a consumable that have a limited warranty and may be covered if they are found to be defective upon testing within a maximum usage length. Please see individual printer specifications.

Software, including operating systems and software installed by Label Power through any process, third party software, or the reloading of software are not covered by Label Power warranty.

Label Power will not be liable for any consequential loss, damage, or downtime claimed to arise from your use of the Product. In particular (but without limitation) Label Power will not be liable for actual or expected revenue loss, loss of consumables, loss of production, or for any corruption or loss of data claimed to arise from your use of the Product. Label Power always recommend to have backup equipment in place and test new equipment before becoming part of your production line.

At its discretion, Label Power will either repair or replace your Product with a similar one, if it is found on inspection by Label Power technician to have any such defect within the relevant warranty period.

All maintenance procedures and/or intervals set out in the Product's user guide or manual must be followed.

All travel time is charged at the normal rate. Limited travel as part of the warranty may include: EpsonC7500, VP700/750

You will be required to pay the cost of delivering your Product to Label Power. If the product is not found to be covered under warranty you will be charged return freight and may have to pay a servicing fee. Products out of warranty will be evaluated, based on the current printed length (print counter) of the machine for its class, cleaning cycles checked and its overall condition.

## Warranty Exclusions

This Warranty will not apply if any of the following events occurs in relation to your Product during the applicable warranty period stated above:

Deliberate or accidental damage;

Neglect, alteration, misapplication, misuse, modification by or on behalf of an End User;

Normal wear and tear; Or normal printing quality for the product. Samples can always be provided prior to purchasing the product.

Incorrect usage or setup of the Product. Products may require calibration prior to use.

The use of incorrect voltage or circumstances outside Label Powers control, such as, but not limited to, lightning, fluctuation in electrical power, power surge;

Your use of any non-genuine consumables not approved by Label Power, software, replacement parts, accessories or interfacing that have caused damaged.

## Technical Support

For technical support or warranty request, please contact [help@labelpower.com.au](mailto:help@labelpower.com.au) or phone (07)3710 7077

All products being sent to Label Power for warranty or servicing must have the correct paperwork to prevent delays.

Unpaid, uncollected goods; After 3months goods will be marked as uncollected.

[https://www.labelpower.com.au/fileadmin/user\\_upload/Support/SupportRequestForm.pdf](https://www.labelpower.com.au/fileadmin/user_upload/Support/SupportRequestForm.pdf)

## Refund

You are entitled to a replacement or refund for a major problem:

To be entitled to a refund or replacement, you must send the Product back for assessment within a reasonable time.  
The product is significantly different from the description or samples, products or quality previously shown.  
The product has a major problem that would have stopped you from buying it if they'd known about it.  
The product is substantially unfit for its common purpose and can't easily be fixed within a reasonable time.  
The product doesn't do what you asked for and can't easily be fixed within a Reasonable Time; or  
It is unsafe.

## Definitions

1. "ACL" means the Competition and Consumer Act 2010 and Regulations.
2. "RMA" means Return Material Authorization.
3. "RTB", "Back to Base", "Return to Base" is where you deliver your Product to and collect it from Label Power. Label Power may cover costs of return freight.
4. "Onsite" means at your business premises
5. "Consumable" includes (without limitation) ink cartridges, toner cartridges, ribbon cartridges, media, printheads, maintenance units, transfer belts and fusers.
6. "Purchase Date" means the date of first purchase of a Product from Label Power
7. "You" means the End User and "your" has a corresponding meaning.
8. "Product" means a Genuine Business Printer sold new by Label Power.
9. "Reasonable Time" means 5 working days from when Label Power receives the product for most faults. If the product has a major fault than the product may take an additional 4 weeks to receive back from the manufacture.