

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 before contacting the manufacture.

Warranty Terms

Your product comes with Standard Email support for the first year. Some products may also include return phone support after email support is lodged. Standard support has a 2-5day turn around.

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 / recommend print Duty Cycle that is not to be exceeded. Please see individual product for details.

All warranty and service requests will be requested through the portal or by email and Samples, "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 (DOA). 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 (See Individual Printer warranty).

Consumables are covered by a 30day DOA warranty. Up to 90days will be considered. Please see individual printer specifications and expiry dates.

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 manuals must be followed; Example: End User Maintenance; Cleaning Cycles; Sensor Checks, Calibrations, Weekly Configuration Test Prints etc

All travel time is charged at the normal rate. Limited travel as part of the warranty maybe included for such models: VP750, Oki Pro1050, Epson C8010

You will be required to pay the upfront 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 Process

For technical support or warranty request, please contact help@labelpower.com.au or phone (07)3710 7000 All products being sent to Label Power for warranty or servicing must have the correct paperwork (RMA, Error Codes, Samples) to prevent delays.

Once we receive your product we will evaluate it and let you know lead times and if it is covered by warranty. Due to factors outside our control, lead times can vary from 5 days to 90 days. For urgent warranty repairs or consumables claims such as printheads we recommend paying for the repair upfront and receiving a credit/ spare once the warranty claim is finalized.

Unpaid, uncollected goods; After 3months goods will be marked as uncollected. All products are aimed to be returned within reasonable time.

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 of any kind; including but not limited to leaving the ink Printer Powered Off.

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 and are recommended prior to purchasing the product.

Issues printing specific colour; Colour Theory /Gamut ranges of each printer is different. See samples.

Banding; Is a normal downside to digital printers that may be fixed with printhead adjustment or replacements. Some banding can always occur mostly during printing of large solid colours. See sample prints of expectations.

Incorrect usage or setup of the Product; Issues not hardware related;
Products may/will require setup and calibration prior to use, along with other adjustments.

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.

You are using any expired consumables. All consumables have a shelf life and a once opened life before they expire; See individual packaging/ manufacture website for details. If details can not be found please contact Label Power for expiry dates in writing.

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 for its common purpose that would have stopped you from buying it if known.

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 within common purpose 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 any wearable part) ink cartridges, toner cartridges, ribbon cartridges, media, printheads, maintenance units, transfer belts, rollers, belts, gears 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.