

TallyGenicom Warranty Conditions Mainland UK

TallyGenicom Ltd. warrants that the Printers, Printer Accessories, Consumables/ Supplies, Spares, Maintenance Kits are manufactured from new or equivalent to new parts, that they conform to published specifications, and are free from defects in materials and workmanship. This warranty does not imply error free operation of the equipment supplied.

The warranty period and target service provided by TallyGenicom varies according to the type of product, the model and country of purchase.

UK Mainland Equipment Warranty

Printer Model	Warranty Period	Warranty Service	Target Response
T2024/9 or 24	12 month	Return to Base	5 business day
T2x30/2x40	12 month	Return to Base	5 business day
T2x50	12 month	Return to Base	5 business day
LA36N or W	12 month	Return to Base	5 business day
LA500/700	12 month	Return to Base	5 business day
T2265/ T2280	12 month	On-Site	Next business day
3860/3880	12 month	On-Site	Next business day
T9114	12 month/50K pages*	On-Site-Swap-Out	Next business day
9316	12 month/30K pages*	On-Site-Swap-Out	Next business day
T9220	12 month/80K pages*	On-Site-Swap-Out	Next business day
9022	12 month/30K pages*	On-Site-Swap-Out	Next business day
9025	12 month/80K pages*	On-Site-Swap-Out	Next business day
9035	12 month/120K pages*	On-Site	Next business day
ML450/LN45	12 month/500K pages*	On-Site	Next business day
8008	24 month/50K pages*	On-Site	Next business day
8124	24 month/240K pages*	On-Site	Next business day
T8024	24 month/240K pages*	On-Site	Next business day
6306	12 month	On-Site	Next business day
6312	12 month	On-Site	Next business day
T6212	12 month	On-Site	Next business day
T6215	12 month	On-Site	Next business day
T6218	12 month	On-Site	Next business day
LG12+/15+/18+	12 month	On-Site	Next business day
T3116	12 month	On-Site	Next business day
T3010/T3110	12 month	On-Site	Next business day
MIP360	12 month	Return to Base	5 business day

* **Note1: Warranty on all the TallyGenicom laser printers (colour or mono) is in duration or number of pages printed (K=1000) whichever is shorter. For colour the printed pages are 50% mono 50% colour**

Other Notes:

- **The consumables and supplies are warranted for their stated life or three months whichever is shorter and have a return to base warranty service.**
- **New Spares are warranted for their stated life or 12 months whichever is shorter. Refurbished spares have three month warranty. All spares have return to base warranty service.**

The Conditions

- **The warranty is extended only to the original purchaser.** TallyGenicom reserves the right not to provide the warranty, or charge for it, if a proof of purchase cannot be provided or if the warranty period has expired. (A sales receipt, showing the serial number of the printer and date of purchase shall be the proof of purchase)
- This warranty is valid within UK Mainland. Please refer to the local representative or web site for countries outside of this area.
- **TallyGenicom warranty does not cover:**
 - Normal wear and tear
 - Purchase and installation of maintenance kits and other life components which may be required on reaching a certain amount of prints. (These are listed in the Product Manuals.)
- **This warranty also does not cover damage caused by:**
 - Improper transportation, site preparation, installation
 - Inadequate cleaning and maintenance (where appropriate)
 - Unauthorised modification or service
 - Duty cycle abuse
 - Unusual electrical or mechanical stress
 - Adverse climatic conditions over and above those specified for the printer
 - Use of customer supplied software, firmware, interfacing and accessories
 - Use of damaged, faulty or incompatible supplies
 - Use of media (e.g. labels) giving jams or glue contamination, and improper clearing/cleaning of such jams and contamination
 - Operator intervention or wilful damage

Warranty Period

The warranty period differ by product type and may vary in the life of the product. The warranties applicable to the printers are shown on the sales document supplied by the reseller. TallyGenicom also keeps a record of all warranties applicable to the printers sold by serial number.

- **Printer Options and Accessories:**
 - The warranty period, service and target response time for options and accessories when purchased as part of the printer will be as that for the printer itself. If purchased separately or if supplied as a spare part then it will have the remaining warranty of the printer or 12 months whichever is greater.
- **Consumables and Supplies:**
 - The consumables and supplies purchased as stand alone items are warranted for the published life or 6 months from the date of purchase whichever is shorter.
 - In respect to original toner cartridges supplied with the printers the warranty will be a lifetime of the cartridge or 6 months whichever is shorter.
 - In respect of Ink Cartridges supplied with the printer the warranty will be lifetime of the cartridge or 6 months whichever is shorter.
 - In respect of ribbon cartridges supplied with the printer the warranty will be lifetime of the cartridge or 6 months whichever is shorter.
- **Spares and Life Items:**
 - The spares and maintenance kits, where there is no life specification, are warranted for a period of 12 months from the time of purchase.
 - In respect of any other limited life item or components purchased as spare the warranty will be the life of the item or 3 months whichever is shorter.
 - The refurbished spares are warranted for a period of 3 months only.

Warranty Service

During the warranty period TallyGenicom (or its approved partner) will first attempt to diagnose and rectify the fault via Telephone or Fax or the Internet. If this fails TallyGenicom (or its approved partner) will repair or replace the faulty product according to the warranty service for the specified product. TallyGenicom (or its approved partner) will provide the necessary instructions for the return, replacement or repairing in the field of the defective equipment.

- Original packaging materials should be retained for potential use during the warranty period.
- All replaced products exchanged under the Warranty policy become the property of TallyGenicom and failure to return the product being replaced will result in an invoice for the replacement product.
- The replacement product may not be furnished with consumables/supplies and any options that may have been shipped with the original printer. These items are to be removed from the defective product to be used with the replacement product.

TallyGenicom provides three types of warranty service. For the type of warranty service applicable to a printer please refer to purchase documents.

Return to Base Warranty

This is where all necessary actions to rectify the fault will be carried out at TallyGenicom or TallyGenicom Approved Service Centre.

- The end user will bear the costs of shipping/insurance of the faulty equipment to the specified Centre.
- TallyGenicom will bear the cost of returning the repaired or replaced product back.
- Printers diagnosed as dead on arrival (DOA) will be swapped out.

On-Site Warranty

All necessary actions to rectify and ensure correct operation of the printer will be carried out at the customer premises by TallyGenicom (or its approved partner). TallyGenicom (or its approved partner) will bear all costs for labour and material including that for travelling.

- This work will be carried out at normal working hours i.e. 9:00-17:00 and hence the engineers must have access to the printer during these times.
- At times the printer may not be fixed with a single visit or may have to be transported back to a Centre. In such cases TallyGenicom will bear the transportation costs.
- Printers diagnosed as dead on arrival (DOA) will be fixed On-Site.

On-Site Hot Swap Warranty

This warranty includes replacement of the failed unit.

- TallyGenicom (or its approved partner) will visit the site and either fix the faulty unit or replace it with at least an equivalent printer.
- This work will be carried out at normal working hours i.e. 9:00-17:00 and hence the engineers must have access to the printer during these times.
- The replacement product will not be furnished with any consumables/supplies and any options that may have been shipped with the original printer. These items are to be removed from the defective product to be used with the replacement product.
- Printers diagnosed as dead on arrival (DOA) will be swapped out.

Target Response Times

TallyGenicom (or its representatives) endeavours to meet the target response times specified in the Warranty chart shown above. However, this is NOT a GUARANTEE that the specified times will be met and TallyGenicom will not accept any liabilities which might arise in association.