

Warranty Terms & Conditions for A4 Products Range

1) WARRANTY PERIOD: - The period of warranty shall be 12 months from the date of invoice, this warranty will automatically terminate on the expiry of the above period. Irrespective of the fact that during the period of warranty the equipment may not have been in use for any time for any reason whatsoever, including any technical breakdown time taken for repair, replacement & transit etc.

2) REQUIREMENT FOR WARRANTY AVAILMENT :- Warranty can be availed only when the Warranty Card and Warranty Registration Card is presented to XIL its authorized service centre (details available on <http://www.xerox.com/india> and with XIL dealers / distributors) together with the equipment XIL / Its Authorized service centre reserves the right to refuse free of charge services if the above documents are not presented. The customer shall preserve the original invoice for necessary verification and produce the same as and when required.

3) COVERAGE- The warranty on the equipment will cover parts, which in the assessment of technical Personnel of XIL / its authorized service centre have become defective due to defect in material or Workmanship. During the period of warranty, XIL / its authorized service centre shall free of charge at its Option, either repair or replace any parts found defective within reasonable time, during normal XIL /authorized service centre working hours on XIL / its authorized service centre working days, this Warranty shall not cover consumables (however the same will have rated life as applicable from time to time), plastic parts and defects arising out of (a) servicing / maintenance of the equipment by persons other than XIL authorized person (b) non-conformance with XIL equipment sitting, power and environmental requirements (c) wilful act or default by the customer (d) accident or tempering, misuse or negligence (e) use of consumables not conforming to XIL specification, and (f) use of customized software or interlacing, unauthorized modification in software installed in the equipment. All defective parts removed from the equipment during the period of warranty shall become the property of XIL / and authorized service engineer of XIL / its authorised service centre shall be entitled to remove and keep such parts.

4) DELIVERY OF EQUIPMENT:- The Warranty service shall be provided only at XIL's authorized service centre and the customer has to carry the equipment to and fro to the service centre at his own cost and responsibility.

5) CONSUMABLE:- Consumables shall mean all consumables including but not limited to batteries, print cartridge, developer, fuser oil, fuser module, bias transfer roller, film cartridge, Ink tank, ink cartridge, photoreceptor drum, print head, ribbon, toner, cartridge, thermal paper thermal film etc. as may be applicable to the equipment.

6) LIABILITY:- Neither this warranty nor any other warranty express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose, shall extend beyond the one year warranty period. Under no circumstances shall XIL/ its authorized service centre be liable in any manner, whatsoever to indemnify the customer for any loss, injury or damage of any kind direct or indirect howsoever caused.

7) EQUIPMENT MAINTENANCE :- The customer may at his option, retain XIL/ its authorised service centre to maintain service the equipment after the warranty period and for supply of consumables for the equipment in accordance with the published terms on optional service/ Maintenance schemes as applicable and prevailing at that time, the details of which are available at all offices of XIL. To ensure continuous service coverage, it is recommended that customer informs XIL of his intention in writing 30 days prior to the expiration of the warranty period.

8) EQUIPMENT SITING REQUIREMENT :- Temperature:10-32 Centigrade, Humidity: 40 to 60 % , Table: Sturdy and capable of taking the equipment weight, Ventilation: AC room / Non-AC room with cross ventilation and proper air circulation and space: Minimum space of one foot around three sides of the equipment.

9) ENVIRONMENTAL REQUIREMENTS :- in addition to the XIL equipment's siting requirements, the Equipment's in designed to operate normally within certain environmental and locational parameters as Stipulated in the equipment literature, which the customer shall adhere to at all the times.

10) EQUIPMENT PERFORMANCE :- The equipment covered by this warranty card is designed to give optimum performance if the equipment siting, environment and power requirements, specified herein are adhered to and the consumables and parts are either obtained from XIL/ it's authorised service centre or are in conformance to the quality standards and specifications approved by XIL.

11) POWER :- The Customer shall ensure that the equipment is provided with the voltage input of 220V \pm 10V (to be stabilized through a stabilizer) at all times.

12) RESITING :- During the warranty period If the equipment is to be shifted from the original city of purchase to another City /Town where service is provided by the XIL / its authorized service centre the customer shall ensure that the equipment is in perfect working order and shall inform XIL / it's authorised service centre in writing before shifting the equipment XIL / its authorised service centre however shall not take any responsibility for shifting, The customer shall solely be responsible to bear the cost towards transportation. Any damage to the equipment or any part thereof caused during shifting or transportation is not covered by this warranty.

13) FORCE MAJEURE :- XIL / its authorised service centre shall not be liable for the non-performance caused by the circumstances beyond its control, including but not limited to works stoppages by XIL employees/Its authorized service centre, employees or employees of others, fires, civil disobedience, civil commotion, riots, rebellions, act of God and similar occurrences,

14) DELIVERY BY XIL- The equipment after service/ repair shall be collected within one week from the date of intimation to the customer. XIL / its authorised service centre will not be liable for any damage. Direct or indirect or any consequential loss or damage to the customer for the reasons of failure to repair the defective part / equipment or swap the equipment with the refurbished equipment within any specified time frame. XIL / its authorised service centre will also not be responsible for any such direct/ indirect mosequential loss / damage during the Intervening period between delivery of the equipment by the customer and repair of the defective part/equipment or swapping of the equipment with a refurbished equipment.

15) STORAGE OF THE EQUIPMENT :- If the customer for any reason fails to collect the equipment from XIL/ Its authorised service centre within one month from the data of intimation, XIL/ its authorised service centre shall be free to deal with the equipment as if may deem expedient and further XIL/ its authorised service centre shall be absolved of all its obligations to the customer.

16) DAMAGE IN TRANSIT :- XIL/ Its authorised service centre shall not be responsible for damage, direct or indirect if any to the equipment while In transit, both ways from site customer's location to XIL Its authorized service centre and back Proper packing of the equipment will have to be arranged and done by the customer to avoid any damage,.

For questions or clarifications of the terms and conditions described above please contact us:

39012000 from GSM/ CDMA & Pvt Landline
(Prefix STD code if dialling from mobile)

1800-180-1225 from BSNL/MTNL mobiles & Landline

Or email us at askus@xerox.com

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