

## **Warranty Terms & Conditions for Xerox Products Range**

1) **WARRANTY PERIOD:** - The applicable period of warranty shall commence on the date of purchase and shall be as per the table below.

<b>Product Category</b>	<b>Standard Warranty *</b>
A4 Product Range	12 Month
A3 Office Range	3 Months
Wide Format Range	3 Months
Production Range	3 Months

\*Not applicable on special deals/offers & extended warranty purchase

This warranty will automatically terminate on the expiry of the specified period, irrespective of the fact that during the period of warranty, the equipment may not have been in use for any time whatsoever, Including any technical breakdown, time taken for repair, replacement & transit etc.

2) **REQUIREMENT FOR WARRANTY AVAILMENT:-** Warranty may be availed only when the Invoice Copy & Installation Report is presented to XIL at its authorized service centre (details of Service centres are available on <http://www.xerox.com/india> and with XIL dealers / distributors) along 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-** Xerox recommends the customer first utilize support materials shipped with the product, product diagnostics, information contained on the web, and email support. If unsuccessful, to obtain service under this warranty, the Customer must notify Xerox Telephone Support or its authorized service representative of the defect before the expiration of the warranty period. Customers will provide appropriate assistance to Telephone Support personnel to resolve issues.

On-site service is at Xerox' or its authorized service representative's sole discretion.

If the Customer's product contains features that enable Xerox or its authorized service representative to diagnose and repair problems with the product remotely, Xerox may request that the Customer allow such remote access to the product.

In the maintenance of the product, Xerox may use new, remanufactured or refurbished parts, assemblies, or products. All defective parts, assemblies, and products become the property of Xerox.

These warranties shall not apply to any defect, failure, or damage caused by improper use or inadequate or improper maintenance and care. Xerox shall not be obligated under these warranties:

- a) to repair damage resulting from attempts by personnel other than Xerox representatives to install, repair, or service the product unless directed by a Xerox representative;
- b) to repair damage, malfunction, or degradation of performance resulting from improper use or connection to incompatible equipment or memory;
- c) to repair damage, malfunction, or degradation of performance caused by the use of non-Xerox supplies or consumables or the use of Xerox supplies not specified for use with this product;
- d) to repair an item that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product or degrades performance or reliability;
- e) to perform product maintenance or cleaning or to repair damage, malfunction, or degradation of performance resulting from failure to perform product maintenance and cleaning as prescribed in published product materials;
- f) to repair damage, malfunction, or degradation of performance resulting from use of the product in an environment not meeting the operating specifications set forth in the product's documentation;

- g) to repair damage, malfunction, or degradation of performance resulting from failure to properly prepare and transport the product as prescribed in published product materials;
- h) to repair damage, malfunction, or degradation of performance resulting from acts of God or nature, acts of terrorism, explosion, flood, fire, war, and riots;
- i) to repair this product after it exceeds the limit of its duty cycle;
- j) to replace items that have been refilled, are used up, abused, misused, or tampered with in any way;
- k) to install replacement items that are considered customer replaceable;
- l) to support software not supplied by Xerox;
- m) to provide software or firmware updates or upgrades.

Any service identified in the above list and provided by Xerox at the Customer's request shall be invoiced to Customer at Xerox' then-current rates for parts, labor, and travel.

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 a defect in material or workmanship. During the period of warranty, XIL / its authorized service centre, shall free of charge, at it's option, either repair or replace any parts found to be 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 which shall mean and include, all plastic parts and 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.

All defective parts removed from the equipment during the period of warranty shall become the property of XIL and it's authorized service engineer / 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 is responsible for carrying the equipment to and fro to the service centre at his own cost and responsibility.

5) 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 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/ it's 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 feet 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 + 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 and risk 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, 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.

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 date of intimation, XIL/ its authorised service centre shall be free to deal with the equipment as it 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](mailto:askus@xerox.com)

[Register](#) your Product online