

Right to Repair Request Intake Form



All required fields (denoted by *) are required for processing your request.
Information required for intake of right to repair requests:

- First Name* _____
- Last Name* _____
- Organization (if applicable) _____
- Email* _____
- Address Line 1* _____
- Address Line 2 _____
- Postal/Zip Code* _____
- Work Phone* _____
- Printer model* _____
- Device serial number* _____
- Device Location (city/state)* _____
- Purchase date* _____
- Need a copy of the product service manual (Y/N)* _____

Terms and Conditions

Xerox is making, parts, and service documentation available at your request in compliance with applicable right to repair laws and regulations. By signing below, you are agreeing to the following terms and conditions of your purchase of Xerox genuine repair parts for repair of a Xerox product. As used below, "Self Service Repair Parts" means genuine Xerox parts (components of Xerox products) purchased from Xerox for installation in a Xerox product as part of a Self Service Repair. Self Service Repair Parts may be new or previously used genuine Xerox parts that have been tested and passed Xerox functional requirements. "Self Service Repair Tools" means equipment and related materials purchased for the purpose of performing repair on a Xerox product. "Self Service Repair Parts" and "Self Service Repair Tools" are collectively referred to as "Self Service Repair Products."

You are purchasing one or more Self Service Repair Products from Xerox for use in repair of the specified Xerox product (the "Repaired Xerox Product"). You agree to use the Self Service Repair Products to repair the Repaired Xerox Product in a manner consistent with these terms and conditions. Self Service Repair Products are for use in the repair for which they were purchased and may not be resold or otherwise transferred.

You will have access to technical service instructions (“Service Documentation”) to perform repairs using the Self Service Repair Products. You acknowledge and agree that: (a) prior to performing any repair you will have reviewed, familiarized yourself with, and understand all Service Documentation associated with any repair to be performed with each Self Service Repair Product, including, without limitation, the process steps and materials needed for the repair; (b) you will have access to the materials and work space needed for the repair; (c) you are comfortable and capable of performing the repair as described in the Service Documentation; (d) you may lose some or all functionality of your device during the repair, including during any post repair system configuration; (e) you are not performing work that is endorsed, certified, or authorized by Xerox. Use of Service Documentation and Self Service Repair Products provided by Xerox is limited to the specific serial number(s) listed in the signed agreement. While every care has been taken in the preparation of Service Documentation and Self Service Repair Products provided to you, no liability will be accepted by Xerox arising out of any inaccuracies or omissions in or your use of the Service Documentation and Self Service Repair Products. Xerox will not make available Self Service Repair Products or Service Documentation that is proprietary or could put at risk the security of other customer’s Xerox device(s).

The individual accepts that they are performing work at their own bodily risk/peril.

Individual is not to provide or otherwise distribute to others any content provided by Xerox or otherwise obtained Xerox service document/content electronically, in print, or any other method in full or partial.

SAFETY WARNING: No Self Service Repair Products will be provided where the individual components pose a heightened safety risk if installed improperly.

Unless required by law, damage to the Repaired Xerox Product caused by or resulting from your repair or attempted repair is not covered by Xerox’s warranty or any other warranty. Such damage may be subject to out-of-warranty service fees or make the Repaired Xerox Product ineligible for service.

Xerox will not reimburse any individual/entity for any work done to repair Xerox devices including but not limited to parts and labor.

Xerox does not provide technical support for Self Service Repairs.

If you are a business purchasing Self Service Repair Products to repair Xerox products for customers, you also agree to the following:

- To ensure that customers understand what parts are used in their repair, you will inform customers if and when you use parts that are not genuine Xerox products to conduct the repair (if applicable).
- To ensure that customers understand who is conducting their repair, you will inform customers that (a) you are not a representative of Xerox and (b) you are not a Xerox Authorized Service Provider.
- You also will inform customers that, unless required by law, damage caused by your repair is not covered by Xerox’s warranty.
- You will not use (a) any counterfeit products or parts, (b) any part or products that violate Xerox intellectual property rights, or (c) any parts or products that are likely to deceive or confuse customers into believing they are Xerox genuine parts (for example, a part that includes an unauthorized Xerox logo or a part that is falsely advertised as a Xerox genuine part, when it is not) for purposes of repairing Xerox products.

Xerox is committed to respecting and protecting your privacy. We will use this information only to provide the requested product support, unless you provide permission for other uses.

For further details on Xerox's privacy practices, please see our Privacy Portal at <https://www.xerox.com/en-us/about/privacy-policy>.

Signature of above identified Individual

Date

Mail hard copy signed document to the following address:

**Attn. Right to Repair
Xerox Corporation
800 Phillips rd.
Webster NY, 14580
Bld 111 mail stop 0111-01A**

Xerox Tracking Number (for Xerox Use): _____