

Warranty Certificate

We warrant that every remanufactured and compatible cartridge sold are free of defects in design, assembly and workmanship during its useful life which is limited to no later than 2 years from the date of purchase.

We will replace any defective cartridges free of charge or provide a refund/credit. It is also warranted that under normal use and storage conditions our products will perform as well or better than the OEM product, they will not cause damage, abnormal wear or void the OEM warranty for the machine concerned. The warranty does not cover damage to the product or machine caused by accident, abuse, excessive force, natural disaster, human error, unauthorised disassembly, repair or modification.

In the unlikely event that one of our cartridges causes a printer to fail, or unacceptable print performance, a fully qualified independent service engineer will attend the machine concerned and will clean, service, repair or replace your printer free of charge. Replacement can only be provided after testing shows that there is no other option.

This warranty is dependent upon the customer contacting their supplier in the first instance and providing us with satisfactory evidence, supported by prints from the printer cartridge to be returned that the printer failure was due to a defect in our cartridge alone. It must include a written statement on the company letterhead, dated and signed by a company representative.