

Toshiba TEC Australia PTY. LTD.
Barcode Printer Warranty

1. The product is warranted for 12 months from the date of purchase. Subject to the conditions of this warranty Toshiba TEC Australia PTY. LTD. (Toshiba) or its Authorised Service Centre will perform necessary service on the product without charge for parts or labour if, in the opinion of Toshiba, the product is found to be faulty within the warranty period.

2. This warranty only applies to Toshiba products purchased in Australia or New Zealand and sold by Toshiba or its Authorised Distributors or Dealers and only where the products are used and serviced within Australia or its territories. Warranty cover only applies to service carried out by a Toshiba Authorised Service Centre and only if valid proof of purchase is presented when warranty service is requested.

3. This warranty only applies if the product has been installed and used in accordance with the manufacturer's recommendations (as noted in the operating instructions) under normal use and reasonable care (in the opinion of Toshiba). The warranty does not cover damage, malfunction or failure resulting from use of incorrect voltages, incorrect installation, accident, misuse, neglect, abuse, maladjustment of customer controls, mains supply problems, thunderstorm activity, infestation by insects or vermin, tampering or repair by unauthorised persons (including unauthorised alterations), exposure to abnormally corrosive conditions or any foreign object or matter having entered the product.

4. This warranty does not cover the following items/consumables:

(a) Ribbons (b) Label Media (c) RFID tags (d) Other printed media (e) Thermal paper (f) Platen (Unless DOA)

5. This warranty conditionally includes the printhead. All printers except the B-EXT1, B-SX600, B-EP and the B-EV will have the printhead covered 12 months from the date of purchase or 1.5 years from the manufacture date or 50KM of print if approved Toshiba thermal ribbon is used; whichever is earlier. The warranty for the B-EP and the B-EV will be covered 12 months from the date of purchase or 1.5 years after the manufacture date or 25KM of print if approved Toshiba thermal ribbon is used; whichever is earlier. The warranty period for the B-SX600 printhead will be covered 12 months from the date of purchase or 1.5 years after the manufacture date or 30KM of print if approved Toshiba thermal ribbon is used; whichever is earlier. The warranty period for the B-EX4T1 printhead will be covered 12 months from the date of purchase or 1.5 years after the manufacture date or 100KM of print if approved Toshiba thermal ribbon is used; whichever is earlier. This printhead warranty is covered by printers using Toshiba approved ribbon only. Printer batteries are applicable to a 12 month warranty period from date of purchase.

6. If warranty service is required you should have ready the specified model and serial number:

- Contact Toshiba Customer Service on 1800 252 111 or e-mail service@toshibatec.com.au
- Send or bring the product to a Toshiba Authorised Service Centre together with your proof of purchase receipt as a proof of purchase date. Please note that freight and insurance to and / or from your nearest Authorised Service Centre must be arranged by you.

7. The warranties hereby conferred do not extend to, and exclude, any costs associated with the installation, deinstallation or re-installation of a product, including costs related to the mounting, de-mounting or remounting of any screen, (and any other ancillary activities), delivery, handling, freighting, transportation or insurance of the product or any part thereof or replacement of and do not extend to, and exclude, any damage or loss occurring by reason of, during, associated with, or related to such installation, de-installation, re-installation or transit. For advice on Authorised Service Locations contact 1800 252 111.

8. Proof of Purchase should be retained by the customer at all times.

Unless otherwise specified to the customer the benefits conferred by this express warranty are additional to all other conditions, warranties, guarantees, rights and remedies expressed or implied by the *Trade Practices Act 1974* and similar consumer protection provisions contained in legislation of the States and Territories and all other obligations and liabilities on the part of the manufacturer or supplier and nothing contained herein shall restrict or modify such rights, remedies, obligations or liabilities

Customer service phone: 1800 252 111
Customer service e-mail: service@toshibatec.com.au

March 2012