

New Equipment Warranty

Warranty Policy

Graphic Controls warrants that the equipment subject to this sale conforms to Graphic Controls written specifications and is free from defects in materials and workmanship. The warranty for this equipment extends only to the buyer.

Warranty Includes

This warranty includes both parts and labor necessary to correct any such defects or non-conformities. Parts coverage shall extend 365 days after the date of shipment. Covering the on-site labor shall extend only until the earlier of 90 days after installation or 270 days after invoicing the equipment to the buyer.

Warranty Exclusions

This equipment warranty specifically excludes: a.) any supply items or other consumable items, including, but not limited to, fluids, filters, transport belts, feeders, thermal transfer printheads, print rollers and print plattens; b.) defects caused by the buyers' failure to provide power or air supplies or an operating environment which meets Graphic Controls specifications; c.) damage caused by flood, fire, lightning or any other act of God; d.) damage caused by misuse, abuse, neglect, Buyers' attachments or modifications, use of parts, fluids or other parts not manufactured by Graphic Controls or damage caused by buyers' repair or a non-certified Graphic Controls technician during the warranty period; e.) equipment which is owned, leased or otherwise held by anyone other than the buyer.

Defects/Failure

If the Buyer discovers, before the expiration of the warranty coverage hereunder, a failure of the equipment to conform to the specifications or a defect in material or workmanship, must notify Graphic Controls service department immediately. Within a reasonable time after such notification, Graphic Controls will correct any failure of the equipment to conform to specifications or defects in materials or workmanship with new or used replacement parts subject to the coverage duration set form above, and, except as described such repair will be at the expense of Graphic Controls.

Warranty Services

Warranty services will be performed at the installed location of the equipment if that location is within 100 miles of the closest Graphic Controls service center. If the equipment is located further than 100 miles from a service center, then the Buyer will have the option of sending the piece of equipment to the Graphic Controls service center at the expense of Graphic Controls, or the Buyer may choose to have on site service and pay prevailing travel rates as explained in the original quotation.

Hours of Warranty Service

Warranty service at any installed location will be provided between the hours of 8:00AM and 4:30PM local time and will not be provided on weekends and holidays. Extended service hours could be arranged for specific agreed to fees where additional support may be needed.

Failure to Repair Equipment

If Graphic Controls is unable to repair the equipment to conform to the warranty after a reasonable number of attempts, Graphic Controls will provide, at Graphic Controls discretion one of the following: a.) a full refund of the purchase price b.) a replacement unit. These remedies are the sole remedies for breach of warranty.

Spare Parts Policy

Graphic Controls warrants the buyer that non-consumable parts sold to the Buyer shall conform to Graphic Controls written specifications and will be free from defects in materials and workmanship under normal and proper use for a period of 365 days from the date of shipment.

Parts Failure

Should any failure to conform to the warranty appear before 365 days from the date of shipment, Graphic Controls agrees, upon written notification thereof and confirmation that the parts were installed to Graphic Controls specifications and in accordance with industry practice, to repair or replace the defective parts with new or used parts. Graphic Controls will bear all additional costs for shipping, replacing and repairing such defective parts. Graphic Controls spare parts warranty excludes damage caused by non-Graphic Controls fluids.

Supplies Policy

Graphic Controls warrants to the to the Buyer that supplies sold to the buyer will conform to Graphic Controls written specifications and will be free from defects in workmanship and materials through the "best when used by" code on the products, provided that such supplies are stored in accordance to Graphic Controls specifications.

Supplies Failure

Should any supplies sold to the Buyer fail to conform to this warranty, Graphic Controls agrees, upon prompt written notification, to replace such defective supplies. Buyer agrees to send any unused portion of the defective product back the Graphic Controls. Graphic Controls agrees to bear the costs of shipping the defective supplies to Graphic Controls.

Warranty Disclaimer and Limitation of Remedies

Your sole and exclusive remedy for a covered defect is repair or replacement of the defective part at the discretion of Graphic Controls. Graphic Controls may use either new parts or products or refurbished parts or products that Graphic Controls has determined to be equivalent to new in performance to satisfy its warranty obligations. If Graphic Controls is unable to repair or replace a defective product, your alternate exclusive remedy, at Graphic Controls sole option, shall be a refund of the original purchase price. The above is Graphic Controls entire obligation to you under this warranty. TO THE EXTENT PERMITTED BY LAW, GRAPHIC CONTROLS SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES OR LOSSES, INCLUDING, BUT NOT LIMITED TO, LOSS OF DATA, USE OR PROFITS, EVEN IF GRAPHIC CONTROLS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. In no event shall Graphic Controls liability exceed the original purchase price of the covered product.