

Ricoh Australia Pty Ltd
ABN 30 000 593 171

Warranty Statement for Ricoh Direct to Garment Printers

IMPORTANT NOTICE

This Warranty applies to the Ricoh Direct to Garment Printers distributed in Australia by Ricoh Australia Pty Ltd (“Ricoh”), a Ricoh Business Centre or an approved Ricoh Dealer (“Ricoh Authorised Outlet”) under the brand name of Ricoh (“the Product”). This Warranty only applies to Ricoh Direct to Garment Printers that are purchased by customers without a Service Plan or Ricoh Maintenance Agreement. Details of Ricoh Service and Maintenance Plans can be provided on application.

TERMS OF THE WARRANTY

1. In addition to any warranties implied by law which may not be excluded, restricted or modified, Ricoh warrants that the Product you (“the Customer”) have purchased from Ricoh is free from manufacturing defects for twelve (12) months from the date of original purchase (“the Warranty Period”). Your sales receipt, showing the date of purchase of the Product, is your proof of the date of purchase.
2. During the Warranty Period, Ricoh at its option, shall either repair or replace any Product which fails to meet the Product’s specification within the Terms of Warranty expressed herein (“Warranty Service”).
3. The Warranty Service will be performed only by Ricoh or a Ricoh Authorised Outlet. A copy of the proof of purchase must be supplied, in the event of your Product requires Warranty Service.
4. This warranty is conditional on the Customer operating the Product within the manufacturer’s scheduled capabilities, Product specifications and in accordance with all operator manuals supplied with the Product, including routine user maintenance. Operation of the Product in excess of its specifications or intended purpose shall be deemed as misuse of the Product and all repairs thereafter shall be the sole responsibility of the Customer.
5. This warranty does not include preventative maintenance, consumable items, repairs required due to normal wear and tear (labour, parts and maintenance Items) or any parts and labour required as a result of mains supply electrical surges, lightning strikes, water damage and other acts of nature, operation of equipment outside recommended environment guidelines, neglect or misuse by the Customer or repair or service by anyone other than Ricoh or a Ricoh Authorised Outlet, or a failure caused by the use of Products, including consumables, for which Ricoh is not responsible.
6. Replacement of maintenance items is a Customer responsibility within the warranty period. The warranty service does not include the cost of maintenance items and the labour required to utilise such items. Please refer to the Operator’s Manual for further details concerning maintenance items.
7. To the full extent permitted by law, Ricoh will not be liable for any loss or damage whether arising in contract, tort or otherwise (including liability for negligence or for breach of a term, condition or warranty implied by law) including without limitation, direct losses, damages or expenses arising out of or in connection with this Product.

RICOH ON-SITE WARRANTY

Ricoh provides on-site warranty service for twelve (12) months from date of original purchase.

Warranty service is provided at the Customer's business address during Ricoh's business hours during the Warranty Period. Ricoh offers next business day service within a 35km radius of a Ricoh Authorised Outlet where possible. For locations further than a 35km radius but less than 80km, please add one (1) additional business day for On-Site Warranty Service; a travel charge may apply.

For locations further than 80km from a Ricoh Authorised Outlet, the Customer will need to return the product to the nearest Ricoh Authorised Outlet for Warranty Service.

Note: Ricoh will not provide on-site warranty service for any Product that has been defaced, altered, modified or damaged beyond repair.

ADDITIONAL RIGHTS

The Competition and Consumer Act 2010 (*Cth*) and similar State and Territory legislation provides to the Customers in certain circumstances, rights, remedies, conditions and warranties which cannot be excluded ("Statutory Warranties"). In such circumstances, the Customer shall have the benefit of the Statutory Warranties and this Warranty.

Nothing contained in this Warranty Statement excludes, restricts or modifies any Statutory Warranties, which shall prevail if there is any inconsistency with this Warranty Statement. For warranties, which cannot be excluded, Ricoh limits the remedies available to those specified in the relevant legislation. To the extent permitted by law, all other expressed or implied warranties, representations and liabilities in respect of the Product are excluded.

For further information concerning Warranty Service please contact Ricoh Australia Pty Ltd at:

2 Richardson Place, North Ryde, NSW 2113
Ph: 13RICOH
Fax: 02 8977 1100

For support on your Ricoh Direct to Garment Printer please contact the Ricoh Production Print Customer Support Centre:

Phone: 1300 887 414
email: production_service@ricoh.com.au
Web: www.ricoh.com.au/support



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