

# office basics®

## Quality Guarantee

1. Manufacture of all Office Basics branded products is quality controlled to guarantee optimum cartridge performance every time.
2. All Office Basics products carry a 12 month warranty covering workmanship and materials. Any product found to be faulty by the end user during that time will be replaced free of charge or a full refund offered.
3. The warranty covers only those defects which arise as a result of normal product use.
4. If any Office Basics branded product exclusively causes damage to a customer's printer or other machine, we guarantee to repair or replace the equipment at our cost subject to receipt of satisfactory evidence from a reputable service company. See note 6 below regarding authorisation.
5. This warranty is effective from the time that the machine in question is returned to Office Basics under our returns procedure, enclosing an official quotation for the associated repair/replacement costs.
6. We reserve the right to inspect the damaged or faulty equipment prior to granting authorisation for repair or replacement.

### Limitations of guarantee

1. Liability is limited to reimbursement or replacement as detailed above. The warranty is exclusive and in lieu of all other warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose.

