

# Warranty Claim Procedure

## Warranty Claims

Please refer to your product user manual to determine the warranty terms applicable to your product.

## Inspection Procedure

Upon completion and receipt of the [Warranty Claim Form](#) and proof of purchase, ACCO will provide details and links to our product collection service which will allow you to return your product to ACCO for inspection and repair at our cost.

Upon receipt of the product at our premises an ACCO engineer will inspect your product and you will be advised on whether the fault is supported under warranty before any claim is approved.

Where the fault is diagnosed as supported under the warranty, ACCO will repair or replace the product with an equivalent product and return it to you at ACCO's cost.

If the fault is not diagnosed as being supported under warranty you will be provided with the following options:

1. The product could be repaired where feasible at your cost, a quotation can be provided following inspection but no repair work will be undertaken without your written acceptance of the quotation which will include freight.
2. The product can be returned to you unrepaired at a cost of £40/€50 (prices subject to revision).

## Warranty Exclusions

The product warranty will not apply in the event of:

1. The product or any part thereof having been subject to accident; alteration; misuse or abuse.
2. Damage caused by external factors including but not limited to Power Fluctuations; Fire; Water Damage; Lightening etc.
3. The product recommended sheet/film capacity having been exceeded.
4. Materials or substances having been passed through the product for which the product was not designed.
5. The original model and serial number having been altered; effaced or removed.
6. Where a repair or service other than a routine service as described in the user manual has been performed by a non ACCO approved service provider.
7. Where there is evidence that the product has not been maintained in accordance with the product user manual.
8. Damage incurred during shipment of the product by the customer.