



# inkrite

## Ink & Toner Cartridge Guarantee

Inkrite cartridges are produced to the highest quality standards possible, ensuring that overall performance matches or exceeds OEM cartridges in nearly every area.

Inkrite therefore warrants products to be free from defects in materials and workmanship.

If a defect is found in any Inkrite cartridge then it will be replaced under our 1 for 1 full replacement guarantee, direct with you - the customer.

Contact [08703500380@medea.co.uk](mailto:08703500380@medea.co.uk) for technical support and to organise replacements if necessary.

### **What does the guarantee cover?**

This document covers all products sold under the Inkrite brand name, including both Toner and Inkjet cartridges.

### **How long is the guarantee valid?**

The guarantee is valid for as long as the product is in date. All Inkrite products have a use by date stamped on the packaging, and the cartridges are guaranteed to work up to that date.

### **So how do I go about claiming under the guarantee?**

Some proof may be required to claim under this guarantee.

✍ Proof of purchase

✍ Proof of the issue

If the issue can be resolved through technical support then we will endeavour to do this, as quite often the problem can be resolved very easily with some technical knowledge.

If the issue cannot be resolved in this way then the faulty cartridge may be required to be sent back to us at:

Returns Dept  
Medea International Ltd  
Dunsinane Estate  
Dundee  
DD2 3QF

### **Foreign Customers**

Due to the prohibitive cost of shipping cartridges, it is preferred that the retailer deals with all issues.

If this is impossible, then an image of the faulty cartridge will be required, as well as proof of purchase, and proof of the issue, then a replacement can be arranged.



# Ink & Toner Cartridge Guarantee

## INKRITE INKJET & TONER BASED IMAGING CARTRIDGES

### Warranty 1

Inkrite is a trading division of Medea International Ltd.

Medea International Ltd cartridges ("the Products") are produced to strict quality standards assuring overall performance to equal or exceed that of the original equipment manufacturer. Medea therefore warrants Products to be free of defects in materials and workmanship. This warranty is given for a period of 1 year from the date of delivery or shipment (if earlier) of Products to the purchaser of such Products (the Buyer) subject to the conditions set out below and in the General Section.

Medea shall not be liable to the Buyer under the above warranty:

- ✍ for shortages in quantity delivered unless the buyer notifies Medea of any claim for short delivery within 3 working days of receipt of the Products;
- ✍ for damage to or loss of the Products or any part thereof in transit unless the buyer notifies Medea of any such claim within 3 working days of receipt of the Products;
- ✍ for defects in the Products caused by fair wear and tear, abnormal conditions of storage or use or any act, neglect, or default of the buyer or of any third party;
- ✍ for other defects in the Products unless notified to Medea within seven days of delivery of the Products or where the defect would not be apparent on reasonable inspection within 12 months of delivery.
- ✍ unless the defective Products are returned to Medea if requested by Medea.

Where liability is accepted by Medea under Warranty 1, Medea's only obligation shall be at its option to make good any shortage or non-delivery and/or as appropriate replace any Products found to be defective or to refund the cost of such Products found to be defective or to refund the cost of such Products invoiced by Medea to the buyer.

For claims under this Warranty 1, please visit Medea Support Centre online at [support.medea.co.uk](http://support.medea.co.uk) and submit a support ticket.

### Warranty 2

1. For a period of 1 year from the date of delivery by Medea subject to the conditions set out below and in the General section Medea further warrants that under normal use and in properly serviced printers, facsimile machines or copiers (as applicable) and when used in conjunction with the Original Equipment Distributors'\* approved and supplied products, or equivalent quality supplies products including consumables and parts, if Products result in abnormal wear or cause damage to the original owners or original leasers equipment in which the Products are properly used, Medea shall upon proof of claim and return of replaced parts:

i) Replace the Products causing such wear and damage.

ii) Reimburse the Buyer for any and all parts and labour charges necessary to repair said equipment if Medea Products were and are used exclusively. Damaged or worn parts and supporting repair documentation are to be retained and made available to Medea.

iii) If products were used in conjunction with Original Equipment Distributors' approved and supplied products or equivalent quality suppliers' products, including cartridges and CRUs, reimburse the Buyer for any and all parts and labour charges necessary to repair said equipment subject to a proportionate allowance being made for the age and pre-damage condition of the parts requiring replacement.

2. If products have been used in conjunction with inferior quality non-Original Distributor approved and supplied products, including cartridges and CRUs, this warranty will be null and void.

A proper proof of claim necessary to validate this warranty shall be as follows:

i) Buyer shall submit a support ticket online within seven days of discovery of the damage or abnormal wear.

ii) Damaged goods must be promptly forwarded directly to Medea accompanied by supporting repair documentation and copies of the original purchase or lease agreement. Upon receipt and approval of goods and support ticket, Medea will reimburse any reasonable direct equipment repair costs (or pro-rata part thereof) occurring from abnormal wear or damage resulting from use of Medea imaging supplies.

iii) Medea reserves the right to view printer service records before agreeing to approve a claim.

Medea's liability to the buyer, whether for damage, abnormal wear, negligence, breach of contract, misrepresentation or otherwise under Warranty 2, shall in no circumstances exceed the invoiced cost of the repair or service directly related to the defect in the Product.

\* Original Equipment Distributor means the Manufacturer or Distributor of the printer, facsimile machine or copier or the company whose name is printed or embossed on it.

### General

The provisions in this guarantee shall cease to have any effect if the Products are damaged, dismantled or otherwise tampered with or misused by, for or on behalf of the Buyer or any third party.

Subject to the foregoing, all conditions, warranties and representations expressed or implied by statute, common law or otherwise are hereby excluded to the fullest extent permitted by English law and Medea shall be under no liability to the Buyer for any loss, damage or injury direct or indirect resulting from defective material, faulty workmanship or otherwise howsoever arising and whether or not caused by the negligence of Medea, its employees or agents save that Medea shall accept liability for death or personal injury caused by the negligence of Medea.

When issued by Medea to a Buyer of Products this Guarantee of Quality will replace the Warranty terms.