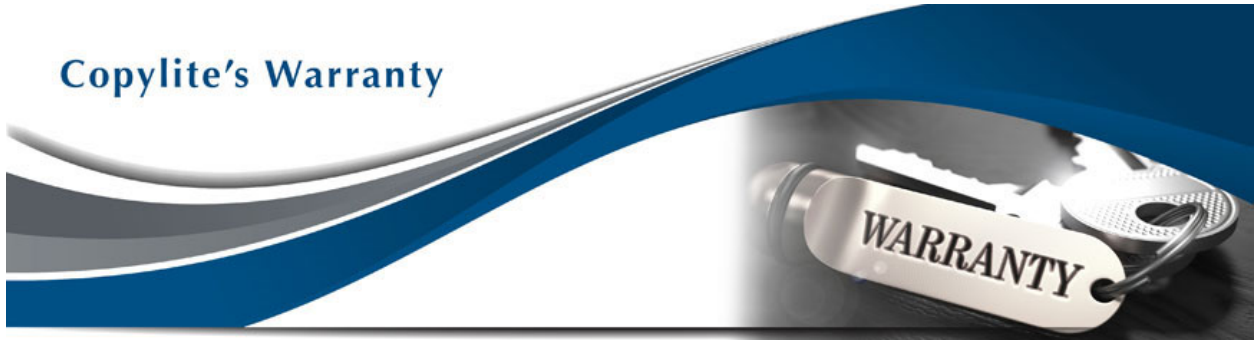


Copylite's Warranty



REMANUFACTURED PRINTER WARRANTY:

All Copylite remanufactured printers guarantee printers are free from a manufacturing defect for 6 months from the date of original purchase. Your sales receipt or invoice, showing the date of purchase of the Product, is your proof of the date of purchase.

During the Warranty Period, Copylite at its option, shall either repair or replace any Product which fails to meet the Product's specification within the Terms.

This is not a service contract; on-site service is not included. Replacement of consumable parts or maintenance kits is the Customer responsibility. The Warranty Service does not include the cost of consumable parts or maintenance kits and or labor required to install such. Copylite does extend the fuser warranty to one year or lifecycle under its Remanufactured Parts Warranty.

REMANUFACTURED FUSER WARRANTY:

All Copylite remanufactured Fusers are covered 6 months from the date of purchase and prior to the printer's duty cycle. This warranty covers defects in product & workmanship only. This is not a service contract; on-site service is not included.

WARRANTY CLAIMS:

In the event a warranty claim is necessary, all warranty claims must be approved by the Copylite Technical Department by calling 800-989- 6000. Once approved, the repair part (or printer) will be shipped as a replacement only. The original part (or printer) is to be returned to Copylite.

Warranty parts/printers will be billed to customer's account and credited only when the defective parts/printers are returned. Credit will be applied to warranty invoice only.

Warranty shipping coverage: ground shipping will be covered for all replacements during the warranty period unless an alternative shipping service was requested at time of purchase and paid for by customer. Request for overnight shipping, shipping charges will be responsibility of the customer to pay. An ARS (Authorized Return Service) tag will be provided for the return of any parts or printers within the warranty period when applicable. After 1 year The customer will be responsible for shipping warranty on any products both ways.

WARRANTEES:

- (A) New Generic and New Compatible Products are guaranteed for one full year from the invoice/ship date to be free of manufacturing defects.
- (B) Other Remanufactured Products, including but not limited, pulled parts, toner cartridges and drum units are guaranteed from 90 days the invoice/ship date to be free of manufacturing defects.

- (C) OEM Products are not covered by any Copylite warranties and is subject to a 25% or a \$25-dollar restocking fee, whichever is higher. OEM products must be returned in the original, unopened, undamaged and unmarked packaging. OEM product warranties should be pursued with the actual maker of the product.
- (D) Special Order Products will or will not be credited at our discretion.
- (E) Electrical Components that have been installed will only be warranted at Copylite's discretion.

WARRANTY LIMITATIONS:

If a product other than OEM proves to be defective, Copylite will replace the same or refund the full purchase price or a prorated amount based on the usage of the product purchased directly from Copylite for up to 90 days from the original invoice sale date. All generic and compatible returns after 90 days from invoice date will be processed for replacements only. Items that are opened, damaged, or not in original packaging, may not be given full credit. Copylite only warrants products that are used under normal storage, handling and operating conditions. Under this warranty Copylite's Liability shall not extend to any secondary or consequential equipment damages or losses. All non-defective, non-OEM products are subject to a 25% restocking fee.

RETURNS & SHIPPING DAMAGE CLAIMS:

Returns will only be accepted during this period with a return authorization number. Please call customer service at 800-989- 6000 for a return authorization number. Products will only be accepted if they are received in original condition and in undamaged original packaging.

If you receive product that has been obviously damaged during shipping, please refuse the shipment. If the damage is not found until after the carrier has left your premises, please call the carrier to file a claim. All discrepancies on orders must be made in 3 working days of receipt of the shipment.

RETURN POLICY:

Items must be returned within 30 days of purchase in order to receive credit. All warranty items, new returns, and core returns must have an authorized RMA (Return Merchandise Authorization) number and be returned in the original packaging for credit. RMA numbers are obtained from the warranty/returns department. The RMA number must be on any paperwork and referenced on the outside of the box of all returns. The customer is responsible for damages incurred during shipping. Please pack carefully. Returns are subject to a 25% restocking fee and credit cannot be issued until the item is returned and inspected. Any special order items will be credited at our discretion.