

Product Warranty and Guarantee

Product Range: Compatible Print Consumables & Parts

Warranty Term

Product Category	Warranty Term
Compatible Toner Cartridges	5 Years
Compatible Drum Units	5 Years
Compatible Ink Cartridges	2 Years
Compatible Tapes	2 Years
Compatible Labels	2 Years
Compatible Zebra Labels	2 Years
Compatible Printer Parts	2 Years
Compatible Photocopier Parts	2 Years

Product Information

Tradesupply provides compatible printer consumables of the highest quality. Our product range covers the product categories outlined above. The Tradesupply Compatible Print Consumables & Parts covers the following product categories:

Compatible Toner Cartridges
Compatible Drum Units
Compatible Ink Cartridges
Compatible Tapes
Compatible Labels
Compatible Zebra Labels
Compatible Printer Parts
Compatible Photocopier Parts

Tradesupply cartridges are compatible cartridges which are produced in a number of specialised production facilities around the globe. These production facilities are tested to meet the highest quality standards with each unit being covered by ISO 9001:2000, ISO 14001, ITMC and DIN quality certification.

Many years of research and development have gone into ensuring Tradesupply's Compatible Print Consumables range are produced to the highest standards of quality and reliability and are specially manufactured to meet or exceed OEM (Original Equipment Manufacturer) specifications. They are 100% brand new or 100% fully remanufactured containing only new components, they are an economical alternative to expensive name-brand cartridges and allow for big savings while offering high quality printing results. As a result of this all of our products are covered by our 100% quality guarantee and all of our customer's can be assured of the underline quality of our product.

Quality Marks

ISO 9001:

ISO 14001

STMC Compliant

I-ITC Compliant

DIN

Warranty cover:

- Technical phone support
- On-site technical support
- Replacement of the product
- Repair of the device affected by the product
- Replacement of the device affected by the product

Technical Phone Support

We will assist in helping you through your issue by phone Monday to Friday, 9am – 5pm. Should the issue need to be escalated to a qualified engineer, the engineer will call you back promptly to assist you in resolving your issue.

Replacement of the product

Should the issue occurring be deemed to be caused by a Tradesupply product, we will immediately dispatch a replacement product with the intention of remedying the issue. We aim to keep you operating efficiently and with minimal interruption.

On-site Technical Support

Should your issue require on-site support we will dispatch a qualified engineer to be on-site the next working day, once the call has been logged pre-3pm. The engineer will assist in resolving your issue, our engineers are out-sourced to a trusted and independent provider with over 20 years' experience. The engineer will provide a full written report to you and us. The engineer will aim to rectify the issue the same day. The engineer will firstly determine if the product in question is a Tradesupply product, once confirmed will proceed to identify the issue. Should the issue be caused by a Tradesupply product, the engineer will proceed to fix the issue. Should the issue not be caused by a Tradesupply product, you will be informed and offered the choice to allow the engineer to proceed to fix the issue which will then be billable at our normal call charge rates.

Repair of the device affected by the product

Should the issue be deemed by our engineer to be caused by a Tradesupply product, we will promptly repair or replace any parts affected and bring the device back to its standard operating terms. This repair may take one to three on-site visits by the engineer, while also awaiting parts. We aim to complete this repair as effectively and efficiently as possible as we are aware that having a device not operating can cause issues for you.

Replacement of the device affected by the product

Should the issue be deemed by our engineer to require a replacement device instead of a repair, which maybe due to parts not being available or an uneconomical repair. The replacement device will be an exact replacement or a device that has superseded the device in question. The replacement device will be not charged, nor will any on-site calls.

Quality Guarantees

100% Quality Guarantee.

Tradesupply warrants each cartridge to be free of defects for a period outlined under “warranty term” from date of purchase and all products are produced to strict quality standards using the best components available. If you are in any way unhappy with the performance of our product we will provide you with a full refund or replacement of the product. Should a service call out be required, we will dispatch one of our fully trained and qualified engineers the very next working day, for toner cartridges and parts. We require the call be logged before 3pm to provide a next day call out. Inkjet cartridges are not included. We will provide a full report of the call out.

Printer Guarantee.

Tradesupply warrants that in normal use, and subject to the conditions herein, our printer cartridges will not cause damage or abnormal wear when used in printers for which they were designed to operate. If a defect in one of our products causes such a printer to fail, Tradesupply will cover the cost of repair including any replacement parts and labour, or provide a replacement machine, whichever is most cost effective.

Requirement to invoke warranty

To invoke any part of the warranty we simply require proof of purchase in the form of an invoice or a receipt to be sent by email to info@tradesupply.eu. The date of claiming must be within the aforementioned warranty term.

Warranty updates

Tradesupply will update it’s warranty as is required to keep it’s warranty relevant and implementable. Tradesupply will keep this warranty on it’s website and it free to be used by it’s customers. Tradesupply reserves the right to update this warranty at any point.

Printer Warranties and Service Agreements

Printer Warranties

The use of Tradesupply compatible print consumables does not affect or invalidate any printer warranties or service agreements. This is a position supported by printer manufacturers such as HP and backed by consumer law worldwide.

It is a common misconception within the printer consumable industry that the use of any brand other than OEM (Original Equipment Manufacturer) affects the printer warranty. It is in the OEM's financial interest for consumers to buy OEM cartridges; however it is the consumer right to choose their own supply sources. It is illegal for a printer manufacturer to require you to use any particular brand of supplies. This is commonly known as the "antitying" provision because it prevents a manufacturer from "tying" its warranty to the use of specific products. Section 2302(c) of the Magnuson-Moss Warranty Act (See below): A printer cartridge issue is the responsibility of the cartridge supplier. Any other printer issue that occurs during the term of the consumer's warranty or service agreement are covered by the consumer's warranty. This is a fact acknowledged by HP (See below).

How Does This Affects The Consumer?

The use of Tradesupply compatible print consumables does not void consumer printer warranties. The consumer is free to choose a cartridge supplier based on price, quality and service.

HP Statement:

HP LaserJet and Colour LaserJet Printer Families - Use of Non-HP Print Cartridges
"Non-HP print cartridges include new, re-manufactured, and refilled print cartridges from other vendors. The use of non-HP print cartridges does not affect either the warranty or any maintenance contract purchased from Hewlett-Packard"

Web Link:

<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=bpl03766>

Consumer Law:

America:

MAGNUSON-MOSS

Warranty Improvement Act

United States Code Annotated

Title 15 Commerce and Trade

Chapter 50 Consumer Product Warranties 15 Section 2302

<http://www.ftc.gov/bcp/conline/pubs/buspubs/warranty.htm>

(c) No warrantor of a consumer product may condition his written or implied warranty of such product on the consumer's using, in connection with such product, any article or service (other than article or service provided without charge under the terms of the warranty) which is identified by brand, trade or corporate name; except that the prohibition of this subsection may be waived by the Commission if:

1. The warrantor satisfies the Commission that the warranted product will function properly only if the article or service so identified is used in connection with the warranted product, and
2. The Commission finds that such a waiver is in the public interest. China:

Law of the People's Republic of China

Protecting Consumers' Rights and Interests

Article 9: "Consumers are entitled to choose their own commodities or services



Article 11: "Consumers enjoy the right to receive compensation in accordance with the law for personal and property damages incurred as a result of the purchase and use of commodities or receipt of service.

Service & Maintenance Agreements

A common question among our customers is, will using non OEM cartridges void or effect my service or maintenance agreement?

The use of non OEM cartridges should not invalidate or void your service or maintenance agreement. HP makes this fact clear in their statement on the use of non HP cartridges. Consumer law in America makes clear that cancelling or voiding service or maintenance agreements because of the use of non OEM parts is in violation of antitrust laws.

The U.S. Supreme Court (IBM vs. The United States) held that IBM could not threaten customers with termination of their data processing equipment leases just because they did not use supplies manufactured by IBM. Such practice constituted a "tying agreement" and was found to be to violation of the Sherman and Clayton Antitrust Law.

In late 2008, a German printer maintenance company refused to honour the regular warranty of a printer, claiming that "non-OEM cartridges were used and that this usage had rendered the warranty on the printer void".

ETIRA (European Toner & Ink Remanufacturers Association) informed all parties involved that in accordance with EU and national law, a company cannot simply argue that the warranty is void only because non-OEM cartridges were used: there must be clear and undisputed proof that the malfunction was directly caused by the non-OEM cartridge. If this proof cannot be provided, the warranty stands as normal.

This illegal practice of refusing to honour the warranty simply because of the use of non-OEM cartridges is a permanent nuisance in our industry. Indeed, several OEM brands (HP, Brother) have published clear statements, even on the internet, that the printer warranty is not void simply because non-OEM cartridges are used. This argument is then to be used when dealing with maintenance firms.

In summary

The consumer is free to choose which supplies they use. They cannot be forced to buy a particular brand. Warranties and service agreements cannot be voided simply by using non OEM product. The manufacturer must prove that the printer failed as a direct result of the use of non-OEM cartridges, which if you're using high quality compatibles, should not happen. It's also worthwhile to note that even if your printer is damaged by a non-OEM cartridge; all other aspects of the warranty should remain unaffected and we as the supplier of the cartridges will cover the repair or replacement.