



DO YOU HAVE A QUESTION REGARDING YOUR PRINTER WARRANTY?

THIS MAY HELP YOU

1. **There are two types of warranties in Australia.**

One is the **Manufacturers Warranty**, known as a Voluntary Warranty
The manufacturer can specify whatever they want in this document **but** it does not mean that these items are necessarily covered if it goes to court

The other is a **Statutory Warranty**

The Trade Practices Act implies certain promises into all Consumer Product Contracts. **The ACCC only supports and approves this warranty.**

2. Here are some examples that may help you.

- a. Manufacturers cannot impose misleading conditions on supply terms, by attempting to limit warranty claims to the terms of their own Voluntary Warranties.
(ACCC Warranties and Refunds, Fifth Edition June 2004 Page 21)
- b. If a part is non-genuine, but it is interchangeable with the genuine part, it could be seen as being fit or appropriate for the purpose and would therefore not void the Manufacturers Warranty.
(ACCC Consumer Express, September 2002)
- c. It is important to be aware that some consumer rights are still guaranteed after warranty has expired. Most hardware has an expected lifetime so even if the warranty period has expired, so long as the machine is within the life expectancy you may be eligible for some kind of reparation from the manufacturer. Please refer to FairTrade Australia to find out if your specific circumstances apply.

In other words, the use of a non-genuine or refilled toner/ink cartridge will not void your machine warranty

Note:

The word "MAY" is used in many supplier communication to create confusion, if you are unsure when purchasing a printer, photocopier or another machine that uses ink or toner, please ask us (call 8084 2567 or email sales@cartridgeextra.com.au) for advice.