

Konica Minolta Protect Repair

Warranty Service

Product Eligibility

Users of KONICA MINOLTA products covered by any type of warranty can extend their warranty by purchasing the appropriate package:

Extended Warranty

Extended warranty packages can be purchased at any time within warranty life of the product. Upon registration, Konica Minolta will perform the repair or replacement according to the terms and conditions described in this document. If the defect is found to be attributable to a third party, Konica Minolta reserves the right to not repair or replace the product.

Repair Outside Warranty Service limited to specific defects

Repair Outside Warranty Service packages can be limited to certain parts of the product. If a problem is detected which is not covered by the purchased package, Konica Minolta reserves the right to not repair the product.

Registration

The customer must register each Repair Outside Warranty Service package within 10 working days of purchase of the package.

Type of service

In principal, Konica Minolta will repair the printer on the basis of On-site service. Konica Minolta reserves the right to replace the product instead of repair.

On-site Service

The authorised KONICA MINOLTA service partner shall provide labour and parts (with exception of supplies and consumables), for items that are proven to be defective in materials and or workmanship, for the charge of the Repair Outside Warranty Service.

Advanced Exchange Service

The authorised KONICA MINOLTA service provider provides an on-site replacement to the customer. The service includes cost of shipping to the customer and back to KONICA MINOLTA logistics depot. This warranty does not include installation. The replacement unit will be on-site within 72 hours (latest) of the problem diagnosis by the KONICA MINOLTA call centre. Services shall be available during standard office hours: 9:00 AM – 17:00 PM Monday to Friday, exclusive of national holidays.

Term

The term of this service order shall be from purchase date, and dependent on the duration of the warranty extension purchased. During its term, either party, in writing to the address below, may only cancel this agreement for non-performance.

Prices

Repair Outside Warranty Service prices are listed per product in the standard KONICA MINOLTA price list. KONICA MINOLTA reserves the right to adjust the service fees in the event the customer changes the equipment or attaches additional features or attachments to the equipment after the date of registration.

Parts

All parts that are replaced and provided by KONICA MINOLTA shall become the property of KONICA MINOLTA. Parts provided by KONICA MINOLTA in performance of services may be

new or refurbished parts, which are functionally equivalent to new parts and may be from sources other than the original equipment manufacturer (OEM).

Site Access / Preparation

Customer agrees to permit prompt access to equipment consistent with customer's standard security requirements and provided reasonable assistance and facility to expedite site in accordance with the manufacturer's published specifications. KONICA MINOLTA agrees to provide customer with a copy of appropriate specification upon request. Customer assumes full responsibility to back-up or otherwise protect its data against loss, damage or destruction before services are performed.

Refurbishment / End of useful life

If, in KONICA MINOLTA' reasonable opinion, any unit of equipment requires factory refurbishing because normal repair and or replacement of parts cannot keep the unit in satisfactory condition, KONICA MINOLTA will submit a quotation for the required refurbishment to the customer. In the event the customer declines to authorise refurbishment, KONICA MINOLTA may delete such item from this service order. Equipment which has reached the limit of its useful life may require additional charges for services to continue for subsequent terms. KONICA MINOLTA will notify customer 30 days in advance of any such charges.

For a full copy of the terms and conditions of KONICA MINOLTA or Approved Service Partner, a full listing of consumables and consumable parts, or any other matters of interest, please reply in writing to:

KONICA MINOLTA Printing Solutions Europe B.V.
International Service Co-ordinator
P.O. box 1491
NL-3430 BL Nieuwegein
The Netherlands.

E-mail: extended_warranty@bpe.konicaminolta.nl
Fax: +31 30 248 1211