

Nazdar Quality Statement

Nazdar stands behind the quality of our products. Nazdar cannot, however, guarantee the finished results because Nazdar exercises no control over individual operating and production procedures. The end user bears sole responsibility for selecting the appropriate product for their end use requirements and is responsible for testing to determine that our product will perform as expected during the printed item's entire life cycle from printing, post print processing, and shipment to end use.

*Nazdar's liability under the foregoing is limited to the items specified above. **It is the user's responsibility to immediately cease using defective product. Nazdar shall not be liable for labor costs associated with graphic production, graphic application, equipment downtime or any other consequential damages related to a claim under the Nazdar Ink Application Limited Warranty.***

Nazdar Ink Jet Equipment Limited Warranty

Nazdar's liability under this Inkjet Equipment Limited Warranty is limited to the cost of replacement parts directly damaged by Nazdar Series Inks with these considerations:

1. Nazdar will not pay for damaged parts that are not OEM or OEM-approved
2. Nazdar may prorate the amount credited for print heads that have 50% or less of the useful life remaining as specified by the OEM manufacturer.
3. A maximum of \$500.00 of associated costs relating to technician's travel, accommodation and other out of pocket expenses.

Nazdar's consideration of any claim under the Inkjet Equipment Limited Warranty will be based on the customer proving to Nazdar's satisfaction that:

1. The inks were correctly installed in properly functioning equipment
2. The proper ink was installed in supported equipment, in accordance with Nazdar's Technical Data Sheets
 - a. Nazdar recommended conversion procedures have been followed for replacing non-OEM inks or;
 - b. The correct Nazdar 'plug & play' inks and procedures have been used to replace associated OEM ink.
3. The damage to the printer was solely the result of a manufacturing or design defect of the Nazdar Series Inks or packaging, and;
4. That there is not a signed Warranty Exclusion Agreement in place for the equipment.

Nazdar is not responsible for loss or damage caused by improper care or maintenance of equipment or repairs that would be associated with normal equipment operation

Procedures for Claims under Warranty

Should an equipment problem arise with an end-user of Nazdar Inkjet Ink, or the packaging of the Nazdar ink, there is a series of steps that must be followed to process a warranty claim. It is the user's responsibility to



immediately cease using defective product. Notification must be made to the Nazdar Technical Services Department using the contact information number listed under Contact and Communication. Failure to adhere to the rules governing the claims process will result in a delay in processing the claim or a refusal to review the claim.

Contact and Communication

If a manufacturing, design defect, or the packaging of a Nazdar Inkjet ink is suspect for the cause of the breakdown of a printer, a reduction in print quality, or the need for replacement parts, contact Nazdar Ink Technologies to report the issue immediately. Filing a complaint is the necessary first step.

Technical Support to Report Ink Jet Issues

Nazdar Ink Technologies (Americas & Asia Pacific)

8501 Hedge Lane Terrace
Shawnee, KS 66227-3290 USA
Toll Free US: 866-340-3579 x2537 Monday – Friday 7:00 am – 5:00 pm CST.
Technical Support E-mail: InkAnswers@Nazdar.com

Nazdar Limited (Europe, Middle East & Africa)

Battersea Road, Heaton Mersey
Stockport, England SK4 3EA
Tel: + 44 (0)-161-442-2111
Fax: + 44 (0)-161-442-2001
EMEA Technical Service E-mail: technicalservicesuk@nazdar.com

A claim to Nazdar Ink Technologies will require in writing the ink series, lot numbers, and description of the problem caused by the Nazdar ink and or packaging. Any other supporting documentation such as print samples, photographs and/or videos are helpful to show the problems and product details.

For a request of compensation for parts, materials, or services, copies of invoices for those items must be included with the claim request. We may request that replacement parts be sent to Nazdar for review so any replaced parts should be retained until we have resolved the complaint / claim to each party's satisfaction.

THE FOREGOING WARRANTIES BY NAZDAR INK TECHNOLOGIES RELATING TO THE NAZDAR SERIES INKS ARE EXCLUSIVE AND ARE MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. NAZDAR EXPRESSLY EXCLUDES THE IMPLIED WARRANTY OF MERCHANTABILITY, THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND ANY IMPLIED WARRANTY ARISING OUT OF A COURSE OF DEALING OR OF PERFORMANCE, CUSTOM OR USAGE OF TRADE.

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