

SAWGRASS PRINTER – LIMITED WARRANTY FOR – SG500/SG1000

United States, Mexico and Canada (North America)

Sawgrass Technologies, (Sawgrass) gives the limited warranty set forth below to the original purchaser of the product that was purchased in and is used within the United States of America, Mexico and Canada.

The product, when delivered to you in new condition in the original packaging, is warranted against defects in materials and workmanship for a period of TWO (2) YEARS from the date of original purchase. Sawgrass agrees, at its option and discretion, according to the SERVICE procedure set forth below, and during the Warranty Period, to either repair the defect (with new or comparable rebuilt parts), or to replace the product that is proven defective, or to refund the purchase price actually paid, not to exceed Sawgrass' recommended retail price for the product, which shall be Sawgrass' sole responsibility for errors or defects in the Printers.

This limited warranty shall only apply if the product is used in conjunction with compatible software approved by Sawgrass and compatible Sawgrass ink. Sawgrass is not responsible for compatibility or usability with non-Sawgrass Software, printer accessories, or ink. The use of the Sawgrass Print Manager is bound by the terms of the End User License Agreement (<https://www.sawgrassink.com/Sawgrass/media/Documents/Software/Sawgrass-Software-End-User-License-Agreement.pdf>).

This limited warranty covers all defects in material and workmanship encountered in normal use of the product and **does not apply in the following cases:**

- **Loss or damage to the product due to abuse, mishandling, neglect, improper packaging, alteration, accident, electric current fluctuations or operating the equipment outside the manufacturer's recommended specifications.**
- **The failure to follow the operating, maintenance or environmental instructions prescribed in the product User Guide or service performed by anyone other than Sawgrass Personnel.**
- **The use of non-genuine Sawgrass replacement parts or consumable supplies (item(s) purchased from other than Sawgrass or an Authorized Sawgrass Reseller(s)) that cause damage to the product, abnormally frequent service calls or service problems.**
- **The use of a non-Sawgrass Ink and/or software. If such Ink is used, a watermark will appear on any print job when used in conjunction with Sawgrass Print Manager. If non-Sawgrass software or direct print driver is used in conjunction with genuine ink cartridge(s), the output quality may be reduced.**
- **The alteration of any serial number plate or date, included on any serial number plate, affixed to the product.**

THE LIMITED WARRANTY SET FORTH ABOVE IS THE SOLE and EXCLUSIVE WARRANTY OF SAWGRASS TO YOU, THE CONSUMER. NO OTHER WARRANTY, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, IS INCLUDED OR SHALL APPLY and EACH IS SPECIFICALLY DISCLAIMED BY SAWGRASS. (Some states do not allow limitations on an implied warranty, so the above limitation may not apply to you). SAWGRASS SHALL NOT BE LIABLE FOR ANY LOSS OF REVENUES OR PROFITS, INCONVENIENCE, EXPENSE FOR SUBSTITUTE EQUIPMENT OR SERVICE, STORAGE CHARGES, LOSS OR CORRUPTION OF DATA, OR ANY **SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES** CAUSED BY THE USE OF OR MISUSE OF, OR THE INABILITY TO USE, THE SAWGRASS PRINTER, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, EVEN IF SAWGRASS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL THE RECOVERY OF ANY KIND OR NATURE EXCEED THE PURCHASE PRICE PAID BY YOU TO SAWGRASS OR AN AUTHORIZED SAWGRASS RESELLER FOR THE SAWGRASS PRINTER CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THIS PARAGRAPH, YOU ASSUME ALL RISK and LIABILITY FOR LOSS, DAMAGE OR INJURY TO YOU and YOUR PROPERTY OR TO OTHERS and THEIR PROPERTY ARISING OUT OF THE USE OR MISUSE OF OR INABILITY TO USE THE SAWGRASS PRINTER. (Some states do not allow the exclusion or limitation of special, incidental, or consequential damages, so the above exclusion or limitation may not apply to you). **THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRODUCT, OR THE PERSON FOR WHOM -IT WAS PURCHASED AS A GIFT and STATES YOUR EXCLUSIVE REMEDY.**

HOW TO OBTAIN LIMITED WARRANTY SERVICE

To obtain warranty service you can contact the dealer from whom you purchased the printer or Sawgrass at 1-888-253-1679 or by visiting <https://support.sawgrassink.com> concerning your Warranty Service. When speaking with the Sawgrass Support Representative you may be asked to provide the Product serial number, the Product's date of purchase, your location and a brief description of the service issue. The Sawgrass Support Representative will attempt to diagnose the service issue with you over the telephone, chat, or email. If the service issue cannot be resolved by these means, the Sawgrass Support Representative will review your specific Warranty entitlements.

This limited warranty gives you specific legal rights. You may also have other rights that vary from state to state.

AVIS SUR LA GARANTIE LÉGALE

La loi accorde une garantie sur le bien que vous achetez ou louez: il doit pouvoir servir à son usage normal pendant une durée raisonnable.

(Le commerçant a l'obligation de vous lire le texte ci-dessus.)

La Loi sur la protection du consommateur accorde une garantie sur tous les biens que vous achetez ou louez d'un commerçant.

Le bien doit pouvoir servir:

- à l'usage auquel il est normalement destiné (article 37 de la Loi);
- à un usage normal pendant une durée raisonnable, qui peut varier selon le prix payé,

Pour plus de renseignements sur cette garantie légale, consultez le site de l'Office de la protection du consommateur au www.opc.gouv.qc.ca.

The law provides a warranty on the goods you purchase or lease: they must be usable for normal use for a reasonable length of time.

NOTICE CONCERNING THE LEGAL WARRANTY

(The merchant is required to read you the above text.)

The Consumer Protection Act gives a warranty on all goods you purchase or lease from a merchant.

The goods must be usable

- for the purposes for which they are ordinarily used (section 37 of the Act) and
- in normal use for a reasonable length of time, which may vary according to the price paid, the terms of the contract and the conditions of use (section 38 of the

For more information on this legal warranty, go to the website of the Office de la protection du consommateur at www.opc.gouv.qc.ca.

SAWGRASS PRINTER – LIMITED WARRANTY FOR – SG500/SG1000

South America and Central America

Sawgrass Technologies, (Sawgrass) gives the limited warranty set forth below to the original purchaser of the product that was purchased in and is used within South America and Central America.

The product, when delivered to you in new condition in the original packaging, is warranted against defects in materials and workmanship for a period of TWO (2) YEARS from the date of original purchase. Sawgrass agrees, at its option and discretion, according to the SERVICE procedure set forth below, and during the Warranty Period, to either repair the defect (with new or comparable rebuild parts), or to replace the product that is proven defective, or to refund the purchase price actually paid, not to exceed Sawgrass' recommended retail price for the product, which shall be Sawgrass' sole responsibility for errors or defects in the Printers.

This limited warranty shall only apply if the product is used in conjunction with compatible software approved by Sawgrass and compatible Sawgrass ink. Sawgrass is not responsible for compatibility or usability with non-Sawgrass Software, printer accessories, or ink. The use of the Sawgrass Print Manager is bound by the terms of the End User License Agreement (<https://www.sawgrassink.com/Sawgrass/media/Documents/Software/Sawgrass-Software-End-User-License-Agreement.pdf>).

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- **Loss or damage to the product due to abuse, mishandling, neglect, improper packaging, alteration, accident, electric current fluctuations or operating the equipment outside the manufacturer's recommended specifications.**
- **The failure to follow the operating, maintenance or environmental instructions prescribed in the product User Guide or service performed by anyone other than Sawgrass Personnel.**
- **The use of non-genuine Sawgrass replacement parts or consumable supplies (item(s) purchased from other than Sawgrass or an Authorized Sawgrass Reseller(s)) that cause damage to the product, abnormally frequent service calls or service problems.**
- **The use of a non-Sawgrass Ink and/or software. If such Ink is used, a watermark will appear on any print job when used in conjunction with Sawgrass Print Manager. If non-Sawgrass software or direct print driver is used in conjunction with genuine ink cartridge(s), the output quality may be reduced.**
- **The alteration of any serial number plate or date, included on any serial number plate, affixed to the product.**

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This limited warranty gives you specific legal rights. You may also have other rights that vary from country to country.

SAWGRASS PRINTER – LIMITED WARRANTY FOR – SG500/SG1000

Middle East, Turkey, North Africa, East Africa, Israel and Asia Pacific

Sawgrass Technologies, (Sawgrass) gives the limited warranty set forth below to the original purchaser of the product that was purchased in and is used within the Middle East, Turkey, North Africa, East Africa, Israel and Asia Pacific region.

The product, when delivered to you in new condition in the original packaging, is warranted against defects in materials and workmanship for a period of TWO (2) YEARS from the date of original purchase. Sawgrass agrees, at its option and discretion, according to the SERVICE procedure set forth below, and during the Warranty Period, to either repair the defect (with new or comparable rebuilt parts), or to replace the product that is proven defective, or to refund the purchase price actually paid, not to exceed Sawgrass' recommended retail price for the product, which shall be Sawgrass' sole responsibility for errors or defects in the Printers.

This limited warranty shall only apply if the product is used in conjunction with compatible software approved by Sawgrass and compatible Sawgrass ink. Sawgrass is not responsible for compatibility or usability with non-Sawgrass Software, printer accessories, or ink. The use of the Sawgrass Print Manager is bound by the terms of the End User License Agreement (<https://www.sawgrassink.com/Sawgrass/media/Documents/Software/Sawgrass-Software-End-User-License-Agreement.pdf>).

This limited warranty covers all defects in material and workmanship encountered in normal use of the product and **does not apply in the following cases:**

- Loss or damage to the product due to abuse, mishandling, neglect, improper packaging, alteration, accident, electric current fluctuations or operating the equipment outside the manufacturer's recommended specifications.
- The failure to follow the operating, maintenance or environmental instructions prescribed in the product User Guide or service performed by anyone other than Sawgrass Personnel.
- The use of non-genuine Sawgrass replacement parts or consumable supplies (item(s) purchased from other than Sawgrass or an Authorized Sawgrass Reseller(s)) that cause damage to the product, abnormally frequent service calls or service problems.
- The use of a non-Sawgrass Ink and/or software. If such Ink is used, a watermark will appear on any print job when used in conjunction with Sawgrass Print Manager. If non-Sawgrass software or direct print driver is used in conjunction with genuine ink cartridge(s), the output quality may be reduced.
- The alteration of any serial number plate or date, included on any serial number plate, affixed to the product.

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SAWGRASS SHALL NOT BE LIABLE FOR ANY LOSS OR REVENUES OR PROFITS, INCONVENIENCE, EXPENSE FOR SUBSTITUTE EQUIPMENT OR SERVICE, STORAGE CHARGES, LOSS OR CORRUPTION OF DATA, OR ANY DAMAGE CAUSED BY THE USE OF OR MISUSE OF, OR THE INABILITY TO USE, THE SAWGRASS PRINTER, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, EVEN IF SAWGRASS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL THE RECOVERY OF ANY KIND OR NATURE EXCEED THE PURCHASE PRICE PAID BY YOU TO SAWGRASS OR AN AUTHORIZED SAWGRASS RESELLER FOR THE SAWGRASS PRINTER CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THIS PARAGRAPH, YOU ASSUME ALL RISK and LIABILITY FOR LOSS, DAMAGE OR INJURY TO YOU and YOUR PROPERTY OR TO OTHERS and THEIR PROPERTY ARISING OUT OF THE USE OR MISUSE OF OR INABILITY TO USE THE SAWGRASS PRINTER. (Some jurisdictions do not allow the exclusion or limitation of special, incidental or consequential damages, so the above exclusion or limitation may not apply to you).

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HOW TO OBTAIN LIMITED WARRANTY SERVICE

To obtain warranty service you can contact, in the first place, the dealer from whom you purchase the printer. In case support from your dealer should be unavailable, you may contact Sawgrass directly at +44 (0) 114 231 887 or by visiting <https://support.sawgrassink.com> (UK; or other contacts as specified in <https://www.sawgrassink.com>), concerning your Warranty Service. When speaking with the Sawgrass Support Representative you may be asked to provide the Product serial number, the Product's date of purchase, your location and a brief description of the service issue. The Sawgrass Support Representative will attempt to diagnose the issue with you over the telephone, chat or email. If the service issue cannot be resolved by these means, the Sawgrass Support Representative will review your specific Warranty entitlements.

This limited warranty gives you specific legal rights. You may also have other rights that vary between local jurisdictions.

SAWGRASS PRINTER – LIMITED WARRANTY FOR – SG500/SG1000

Europe Only

Sawgrass Technologies, (Sawgrass) gives the limited warranty set forth below to the original purchaser of a Sawgrass printer SG500 or SG 1000 (“Printer/s” or “Product”) that was purchased in and is used within the United Kingdom, European Union (EU-27), member states of the European Free Trade Association (EFTA) and/or Switzerland.

The Product, when delivered to the end user (afterwards: “You”) in new condition in the original packaging, is warranted against defects in materials and workmanship for a period of TWO (2) YEARS from the date of original purchase (“Warranty Period”). Sawgrass agrees, at its option and discretion, according to the SERVICE procedure set forth below, and during the Warranty Period, to either repair the defect (with new or comparable rebuilt parts), or to replace the Product that is proven defective, or to refund the purchase price actually paid, not to exceed Sawgrass’ recommended retail price for the Product, which shall be Sawgrass’ sole responsibility for errors or defects in the Printers.

This limited warranty shall only apply if the product is used in conjunction with compatible software approved by Sawgrass and compatible Sawgrass ink. Sawgrass is not responsible for compatibility or usability with non-Sawgrass Software, printer accessories, or ink. The use of the Sawgrass Print Manager is bound by the terms of the End User License Agreement

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This limited warranty covers all defects in material and workmanship encountered in normal use of the product and **does not apply in the following cases:**

- **Loss or damage to the product due to abuse, mishandling, neglect, improper packaging, alteration, accident, electric current fluctuations or operating the equipment outside the manufacturer’s recommended specifications.**
- **The failure to follow the operating, maintenance or environmental instructions prescribed in the product User Guide or service performed by anyone other than Sawgrass Personnel.**
- **The use of non-genuine Sawgrass replacement parts or consumable supplies (item(s) purchased from other than Sawgrass or an Authorized Sawgrass Reseller(s)) that cause damage to the product, abnormally frequent service calls or service problems.**
- **The use of a non-Sawgrass Ink and/or software. If such Ink is used, a watermark will appear on any print job when used in conjunction with Sawgrass Print Manager. If non-Sawgrass software or direct print driver is used in conjunction with genuine ink cartridge(s), the output quality may be reduced.**
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THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN AN END CONSUMER WHO IS THE ORIGINAL PURCHASER OF THE PRODUCT, OR THE PERSON FOR WHOM IT WAS PURCHASED AS A GIFT.

THIS WARRANTY STATES YOUR EXCLUSIVE REMEDY UNLESS OTHERWISE STATED BY MANDATORY APPLICABLE LAW.

HOW TO OBTAIN LIMITED WARRANTY SERVICE

To obtain warranty service You can contact, in the first place, the local dealer from whom You have purchased the Printer. Local help lines are specified on Sawgrass’ website. In case support from Your local dealer should be unavailable, You may contact Sawgrass directly at +44 (0) 114 231 887 or by visiting <https://support.sawgrassink.com> (UK; or other contacts as specified in <https://www.sawgrassink.com>), concerning your Warranty Service. When speaking with the Sawgrass Support Representative You may be asked to provide the Product serial number, the Product’s date of purchase, Your location and a brief description of the service issue. Any and all generated data will only be used and stored for the specific purpose of providing technical assistance to You. The Sawgrass Support Representative will attempt to diagnose the issue with You over the telephone, chat or email. If the service issue cannot be resolved by these means, the Sawgrass Support Representative will review Your specific Warranty entitlements and guide You on the next steps.

This limited warranty gives You specific legal rights. You may also have other rights that vary between local jurisdictions on various aspects, such as warranty or prescription periods, modes of claim, formalities, etc. Such local rights are not affected by this current warranty.