

## SAWGRASS PRINTER – LIMITED WARRANTY FOR

United States 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 and Canada (North 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 ONE (1) YEAR 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.**

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 manufacturers recommended specifications.**
- **The failure to follow the operating, maintenance or environmental instructions prescribed in the product Operations Manual or service performed by anyone other than a Sawgrass Authorized Service Facility or Personnel.**
- **The use of non-genuine Sawgrass replacement parts or consumable supplies (item(s) purchased from other than Sawgrass or an Authorized Sawgrass Reseller) that cause damage to the product, abnormally frequent service calls or service problems.**
- **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 NOT CAUSED BY OR A DIRECT RESULT OF THE NEGLIGENCE OR WILLFUL MISCONDUCT OF THE AUTHORIZED SAWGRASS SERVICE FACILITY. (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 purchase the printer or Sawgrass at 1-888-253-1679 concerning your Warranty Service. When speaking with the Sawgrass Service 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 Service Representative will attempt to diagnose the service issue with you over the telephone. If the service issue cannot be resolved by phone, the Sawgrass Service 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.

## Quebec Consumer Warranty Notice

### 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, les dispositions du contrat et les conditions d'utilisation (article 38 de

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](http://www.opc.gouv.qc.ca).

### NOTICE CONCERNING THE LEGAL WARRANTY

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.

(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 Act).

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](http://www.opc.gouv.qc.ca).

**SAWGRASS PRINTER – LIMITED WARRANTY FOR**  
South America, Central America and Mexico

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, Central America and Mexico.

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 ONE (1) YEAR 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

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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 manufacturers recommended specifications.**
- **The failure to follow the operating, maintenance or environmental instructions prescribed in the product Operations Manual or service performed by anyone other than a Sawgrass Authorized Service Facility or Personnel.**
- **The use of non-genuine Sawgrass replacement parts or consumable supplies (item(s) purchased from other than Sawgrass or an Authorized Sawgrass Reseller) that cause damage to the product, abnormally frequent service calls or service problems.**
- **The alteration of any serial number plate or date, included on any serial number plate, affixed to the product.**

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## SAWGRASS PRINTER – LIMITED WARRANTY FOR

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 One (1) YEAR 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

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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 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 NOT CAUSED BY OR A DIRECT RESULT OF THE NEGLIGENCE OR WILLFUL MISCONDUCT OF THE AUTHORIZED SAWGRASS SERVICE FACILITY. (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 8887 (UK; or other contacts as specified in <http://www.sawgrassink.com>), concerning your Warranty Service. When speaking with the Sawgrass Service 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 Service Representative will attempt to diagnose the service issue with you over the telephone. If the service issue cannot be resolved by phone, the Sawgrass Service Representative will review your specific Warranty entitlements.

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## SAWGRASS PRINTER – LIMITED WARRANTY FOR

Europe Only

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 European Union (EU-28), member states of the European Free Trade Association (EFTA) and/or Switzerland.

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

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