



14 & 15 Station Lane Industrial Estate, Old Whittington,
Chesterfield, Derbyshire, S41 9QX.
Tel: +44 (0) 1246 266010 - Fax: +44 (0) 1246 266011
www.laserfriend.co.uk - sales@laserfriend.co.uk - maintenance@laserfriend.co.uk

Printer Maintenance **Guarantee of Quality**

Laser Friend conducts its business obeying stringent quality control standards, conforming to the minimum codes of practice as set out by **United Kingdom Cartridge Recyclers Association** and, has a bona-fida warranty system.

Every Repair/Maintenance carried out by a **Laser Friend** engineer shall be guaranteed to be free from defects in both materials and workmanship for a period of 1 year from the date of completion.

Laser Friend will at its opinion, replace any Component, carry out corrective Repair/Maintenance procedures, or refund the full price of any Repair/Maintenance found to be inadequate within the 1 year warranty period.

Laser Friend also warrants that, subject to conditions stated below, and under normal use (including operation of the printer, within specifications set out by the printer manufacturer) the Repair/Maintenance will not cause damage, abnormal wear, or deterioration to the printer or printer components.

If a flaw in Repair/Maintenance carried out by a **Laser Friend** engineer causes the printer to expire outside the 1 year warranty period, **Laser Friend** will, upon receipt of satisfactory evidence that the failure was due to Repair/Maintenance carried out by a **Laser Friend** engineer, including a written statement on the service company's letterhead, dated and signed by the company's field engineer or service representative, carry out corrective Repair/Maintenance procedures, or reimburse the customer the full amount for the Repair/Maintenance of the printer.

Laser Friend accept mediation by UKCRA in disputes with customers.

Laser Friend's liability hereunder shall be limited to replacement or reimbursement as provided above.

Working for a Healthier Environment

Specialists in:
Printer Repair, Service, Support & Sales.
The Remanufacturing of Printer, Copier and Fax Cartridges.
The Supply of Original Printer, Copier and Fax Cartridges.

