



Guarantees

With cartridges and inks from wta Carsten Weser GmbH you purchase a high-quality brand product which fulfills your highest demands and the standards of the originals and which was manufactured in a corporation that has been certified on DIN ISO 9001:2008 (quality management system) und DIN ISO 14001:2009 (environmental management system). Each product manufactured by wta passes an individual test adjusted to the latest requirements.

Only this way we can guarantee our high standards and issue a warranty for 3 years to you.

If there is any product featuring any kind of lack in contrary to expectations, wta Carsten Weser GmbH will, of course, replace that product at no charge under the following conditions:

- Any batches or brand labels must not be removed.
- Status and test prints have to be featured at the fault scenario. If this is not possible the printer's exact problem report has to be featured.
- A package secured for transport has to be guaranteed for the return. Transport damages from returns are not covered by the guarantee.

Applying a wta toner or ink cartridge does not affect warranty claims towards your printer's manufacturer.

The wta Carsten Weser GmbH Corporation guarantees that its products do not damage or abrade the customer's printer prematurely, provided that the customer used the printer according to the instructions and specifications given in the user's manual and/or in the product.

If, in contrary to expectations, there is any damage to your printer caused by a product manufactured by wta Carsten Weser GmbH, our corporation will also incur the expenses caused by the damage, limited to the current value of the damaged part or device under following conditions:

- In each case wta Carsten Weser GmbH has to be informed before a technician is assigned and the exact problem as well as the cause of loss has to be featured.
- In case of a contamination of the device a photo of the device has to be taken and the cartridge to be returned before a technician is assigned.
- A cost estimate must be presented to and approved by wta Carsten Weser GmbH before an assignment.

Damage resulting from inappropriate use or nonobservance of our user's manual and advices as well as nonobservance of the manufacturers' specifications cannot be exchanged. Claims against wta Carsten Weser GmbH are only due to customers and are not transferable.

Your team of the wta Carsten Weser GmbH

(valid from Januar 01, 2012)