

## **End User Limited Warranty – Ricoh Ri100 DTG Printer and Ricoh Ri100h Finisher**

Ricoh USA, Inc. (“Ricoh”) warrants that this product (the “Product”) will be free from defects in material and workmanship for a period of one year from the date of purchase (the “Warranty Period”). User replaceable consumables and parts are warranted for a period of ninety (90) days from the date of purchase unless otherwise specified.

If this Product is believed to be defective during the Warranty Period, Ricoh Support will attempt to diagnose and resolve technical defects via the telephone. If Ricoh Support determines that the repair cannot be accomplished over the telephone, a like replacement product will be shipped at no charge within 24 hours. The original unit must be returned in accordance with the instructions provided inside the replacement product carton.

In providing service to this Product under this warranty, Ricoh may use new or equivalent to new parts, assemblies, or products for equal or improved quality. All defective parts, assemblies, and Products become the property of Ricoh.

These warranties shall not apply to any defect, failure or damage caused by improper use or inadequate or improper maintenance and care. Ricoh shall not be obligated under these warranties:

- a) to repair damage resulting from attempts by personnel other than Ricoh or an authorized Ricoh dealer to install, repair, or service the Product unless directed by a Ricoh representative;
- b) to repair damage, malfunction, or degradation of performance resulting from improper use or connection to incompatible equipment or memory;
- c) to repair damage, malfunction, or degradation of performance caused by the use of non-Ricoh supplies or consumables or the use of Ricoh supplies not specified for use with this Product;
- d) to repair an item that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the Product or degrades performance or reliability;
- e) to perform maintenance or cleaning or to repair damage, malfunction, or degradation of performance resulting from failure to perform maintenance and cleaning as prescribed in published Product materials;
- f) to repair damage, malfunction or degradation of performance resulting from improper installation of the Product
- g) to repair damage, malfunction or degradation of performance resulting from use of the Product in an environment not meeting the operating specifications set forth in the Product’s documentation;
- h) to repair damage, malfunction or degradation of performance resulting from failure to properly prepare and transport the Product as prescribed in published Product materials;
- i) to repair damage, malfunction or degradation of performance resulting from acts of God or nature, acts of terrorism, explosion, flood, fire, war and riots;
- j) to repair this Product after it exceeds the print volume, if any, recommended for the Warranty Period;
- k) to replace items that have been refilled, are used up, abused, misused, or tampered with in any way;
- l) to install replacement items that are considered by Ricoh to be End-User replaceable;
- m) to support software not supplied by Ricoh;
- n) to provide software or firmware updates or upgrades;



Any service identified in the above list and provided by Ricoh at the End-User's request shall be invoiced to End-User at then current rates for parts, labor and travel.

THE ABOVE WARRANTIES ARE GIVEN BY RICOH WITH RESPECT TO THE PRODUCT AND ITS RELATED ITEMS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED. RICOH AND ITS VENDORS DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY SIMILAR STANDARD IMPOSED BY APPLICABLE LEGISLATION. RICOH'S RESPONSIBILITY TO REPAIR, REPLACE, OR OFFER A REFUND FOR DEFECTIVE PRODUCTS AND RELATED ITEMS IS THE SOLE AND EXCLUSIVE REMEDY PROVIDED TO END-USER FOR BREACH OF WARRANTIES.

TO THE EXTENT ALLOWED BY THE LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL RICOH AND ITS VENDORS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF PROFITS) WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND IRRESPECTIVE OF WHETHER RICOH OR THE VENDOR HAS ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGES.

Ricoh is not responsible for and expressly disclaims all warranties for all non-Ricoh software including a warranty of merchantability and warranty that the software is fit for a particular purpose. End-User should refer to the end user license agreement (if any) included with the non-Ricoh software.

Customers may purchase an extended warranty within the original Warranty Period (proof of purchase required). Extended warranties of an additional 1 or 2 years or warranty protection are available from Ricoh.

Ricoh Support (877-646-0999) is a dedicated support center for customers seeking warranty support for the Ricoh Ri100 DTG Printer. Ricoh Support is available 24 hours a day, 7 days a week. Ricoh Support will assist the caller and will validate support entitlement by serial number.