

Manufacturer & Third-Party Products Warranty

Manufacturer Warranty – Ricoh Printers and Products.

This Warranty applies only to those Ricoh Printers and Products purchased directly through Ricoh DTG, either through this Site or over the phone. Third-Party Products sold on this Site or over the phone will only include a warranty if listed in the “Description” of the Product on the Site.

We represent and warrant that, at the time the Printer and Products (does not include Third-Party Products) are delivered, we will be the lawful owner of such products, free and clear of any liens and encumbrances, and will have full right, power and authority to sell the same to you. The Printer & Products shall be in new condition, unless designated in writing otherwise. When the Printer is no longer under warranty or extended warranty, you can still receive repair service and technical support on a "pay as you go" basis per the then prevailing rates of Ricoh DTG.

How to File a Warranty Claim. You shall promptly notify us in writing within the warranty period of any defect or malfunction of the Printer or Products, but in no event more than fourteen (14) days after discovery of such defect or malfunction. You must provide us with any requested materials we deem necessary to accurately diagnose any defect or malfunction of the Printer or Products, during the Warranty Period or any extended Warranty Period. If you fail to provide these requested materials, we are not obligated to provide warranty support under this Section. Our obligations under these warranties are limited to, at our sole option, replacing or repairing the Printer or Products at our cost, if the Printer or Product is found to be defective, provided that the Printer or Product is, upon request, returned to us at our place of business, transportation prepaid by you. You must retain the box that the Printer and Products were shipped in to return to us for replacement or repair under this Section. If you do not retain the box, you shall pay for the box and shipping costs associated with shipment of the box to you at then prevailing rates of our preferred freight company. Further, you must use our preferred freight company for any warranty repair or replacement shipments to our place of business. If Printer or Product is found to be defective and covered by the warranty listed in this section, we will reimburse you for prepaid transportation costs, as well as pay for return shipping to you.

Voiding Your Warranty. Items that could void warranty of Printer and Products are use of non-Ricoh DTG brand inks, damage caused by improper installation, improper or abnormal use, misuse, or neglect. Damage caused by non-compliance with the maintenance provisions of instruction manual, improper consumables, improper use of accompanying accessories, or if the Printer or Product has been altered or modified in any way.

Manufacturer’s Warranty Information - Printers.

We warrant that the Printer will be in good operating order and free from material defects under normal use and service for a period of one (1) year from the date of delivery to you.

The warranties contained herein are specifically conditioned on your proper installation, operation, and maintenance of the Printer in accordance with our free training program (either at our location in Costa Mesa, CA or virtually through “Ricoh DTG University”), with the instructions set forth in our manual and written materials provided to you with the Printer, as well as with ordinary and usual business practices. Should you fail to properly install, operate and/or maintain the Printer, then we may, in our sole discretion, deem any or all the warranties contained herein to be voided and of no further effect.

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Purchaser acknowledges and agrees that Ricoh DTG-branded cartridges are for single use only and that the Purchaser is responsible for any resulting damage to the machine caused by non-Ricoh DTG branded inks.

Manufacturer's Warranty Information – Products.

We warrant that the Products will be in good operating order and free from material defects under normal use and service for a period of ninety (90) days from the date of delivery to you.

Extended Warranty. You may be eligible to purchase from us (or a designated agent of Ricoh DTG) an extended warranty (excluding consumable parts and print heads), under the Terms then offered by us.

Disclaimer of Warranties.

THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE WARRANTIES AS SPECIFICALLY SET FORTH IN THESE TERMS, WHICH ARE IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, AND ALL IMPLIED WARRANTIES, INCLUDING FOR MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED BY SELLER AND EXCLUDED FROM THESE TERMS. WE ASSUME NO RESPONSIBILITY THAT THE PRINTER OR PRODUCTS WILL BE FIT FOR ANY PARTICULAR PURPOSE FOR WHICH YOU MAY BE BUYING SAME. WE SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE DIRECTLY OR INDIRECTLY ARISING FROM OR IN CONNECTION WITH THESE TERMS AND/OR THE USE OF THE PRINTER/PRODUCTS OR THE PERFORMANCE THEREOF, INCLUDING WITHOUT LIMITATION, FOR ANY INCIDENTAL, SPECIAL AND/OR CONSEQUENTIAL DAMAGES OF ANY KIND, AND YOUR REMEDIES ARE EXCLUSIVELY LIMITED AS SET FORTH IN THESE TERMS. IF YOU RESELL THE PRINTER OR PRODUCTS, WE MAKE NO WARRANTIES WHATSOEVER TO ANY END- USER(S), AND YOU ARE NOT ENTITLED TO REPRESENT ANY EXTENSION OR APPLICATION OF THESE WARRANTIES ON BEHALF OF US TO ANY END- USER(S).

Third-Party Accessories: Pre-Treatment Machine

1. Warranty – Pre-Treatment Machine. RPSA is an authorized reseller of i-Group Technologies, LLC, (“IGT”) pre-treatment machines. IGT represents and warrants that, at the time the Pre-Treatment Machine is delivered, IGT will be the lawful owner of such Pre-Treatment Machine, free and clear of any liens and encumbrances, and will have a full right, power and authority to sell the same to Purchaser. The Pre-Treatment Machine shall be in new condition, unless designated in writing otherwise.

1.1. Warranty – Pre-Treatment Machine – Who is Covered. This limited warranty (“Warranty”) is provided only to the original end-user/retail purchaser (referred to in this Warranty as “Original Purchaser”) of the Pre-Treatment Machine. If the Pre-Treatment Machine was purchased from someone other than RPSA or if the Pre-Treatment Machine is used (including, but not limited to, floor models or refurbished products), prior to purchase, these would not be covered by the Warranty, as the Purchaser would not be the Original Purchaser of the Pre-Treatment Machine.

1.2. Warranty – Pre-Treatment Machine – What is Covered. This Warranty applies only to Pre-Treatment Machine purchased and used in the United States. For Pre-Treatment Machines purchased in,

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but used outside, the United States, this Warranty covers only warranty service within the United States (and does not include shipping outside the United States).

The Pre-Treatment Machine has the following limited warranty: (i) All parts, including the following, are warranted for one (1) year from the date of delivery to Original Purchaser: slides, frames shafts, bearings, sensors, motors, solenoid cables, circuit boards, micro switches and platens.

Except as provided below, IGT warrants to the Original Purchaser for a period of one (1) year from the date of delivery to the Original Purchaser that the Pre-Treatment Machine will be delivered free from defects in materials and workmanship. Any component parts that come into direct contact with pretreatment solution, including but not limited to, the electric pump, Bypass Exit Solenoid, Bypass Relief Valve, Spray Solenoids, Valve Selectors, etc., are warranted for a period of thirty (30) days from receipt of shipment. Pretreatment is very aggressive and requires significant maintenance, user neglect in maintenance will cause premature failure in these components and IGT shall not be responsible for failure of parts that are found to have had no, poor, or inadequate maintenance. All cost of replacement parts that fail due to neglect or maintenance issues, as determined by IGT, shall be the responsibility of the Original Purchaser. All other electronic parts including but not limited to, the Touch Screen Interface, IGT warrants to the Original Purchaser for a period of twelve (12) months from the date of delivery that the components manufactured by IGT and included in the equipment purchased from IGT were delivered free from defects in materials and workmanship. These warranties are given only to the Original Purchaser that purchased the Pre-Treatment Machine (including the component(s) claimed to be defective) from RPSA and are not transferable.

1.3. Warranty – Pre-Treatment Machine – What is Not Covered. This warranty does not cover:

- (1) Physical damage to the Pre-Treatment Machine;
- (2) Damage caused by improper installation, improper or abnormal use, misuse, neglect or accident (including but not limited to transporting this Pre-Treatment Machine without the proper preparation and/or packaging);
- (3) Damage caused by another device resulting from use of non-IGT-brand parts, consumable and accessory Items;
- (4) Consumables (including, but not limited, to spray tips);
- (5) Accessory Items that expired in accordance with a rated life;
- (6) Accessory Items that are subjected to more than ordinary wear and tear; and,
- (7) Problems arising from other than defects in materials or workmanship.

This warranty is VOID if Pre-Treatment Machine has been altered or modified in any way (including but not limited to attempted warranty repair without prior written authorization from IGT and/or alteration/removal of the serial number).

OTHER ITEMS NOT COVERED BY THIS WARRANTY

In addition to the foregoing, this warranty does not apply to: (1) defects resulting from fire, explosion, or water, or from earthquake, windstorm, hail, tornado or other abnormal environmental conditions, or from accident, vandalism; and (2) defects arising from neglect or abuse. Neglect or abuse includes, but is not limited to:

- (1) Use of contaminated, inadequate or excessive amounts of lubricants;
- (2) Use of contaminated pre-treatment solutions or maintenance solutions;
- (3) Improper storage or improper protection from climatic elements and vandalism;
- (4) Accident, collision or other physical mishap or abuse, whether by purchaser or any other party;
- (5) Contamination in required air compressor or air supply lines that causes damage to internal parts;
- (6) Exposure to extreme temperatures or environments;
- (7) Uses other than intended purpose.

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1.4. Warranty – Pre-Treatment Machine – How Warranty Claims are Handled. Original Purchaser shall contact IGT's Customer Service Hotline at 877-673-4378 within the applicable warranty period. Original Purchaser will be required to supply IGT with a copy of the bill of sale as proof that the Pre-Treatment Machine was purchased within the United States.

IGT will first work with Original Purchaser to troubleshoot the problem over the phone or via e-mail. If the troubleshooting does not succeed, the Original Purchaser may be required to send a component part of the Pre-Treatment Machine properly packaged, freight prepaid, to IGT for inspection, along with a copy of the bill of sale.

Original Purchaser is responsible for the cost of shipping, packaging of the Pre-Treatment Machine and insurance (if Original Purchaser desires). Original Purchaser is responsible for the loss or damage to the Pre-Treatment Machine and its component parts in shipping. Shipments must be made using a ground carrier that assigns tracking numbers to its shipments.

If the problem reported concerning Original Purchaser's Pre-Treatment Machine is covered by the warranty and if Original Purchaser reported the problem to IGT within the applicable warranty period, IGT will, at its option, either repair the component(s) or replace the component(s) with a functionally equivalent component(s), including a refurbished part(s) (or arrange for either). IGT reserves the right to supply a refurbished or remanufactured replacement Pre-Treatment Machine and/or accessory/part and use refurbished accessory/parts provided such replacement products conform to the manufacturer's specifications for new product/parts. In the case of an accessory/part, if Original Purchaser receives the replacement accessory/part prior to Original Purchaser returning the defective accessory/part, Original Purchaser will replace the defective accessory/part(s) with the replacement accessory/part(s) supplied by IGT and return any claimed defective accessory/part(s) within thirty (30) days of receipt of the replacement accessory/part(s) or pay IGT the list price for each such defective accessory/part(s) not returned within thirty (30) days after receipt of the replacement accessory/part(s). In the case of a replacement Pre-Treatment Machine, if Original Purchaser receives the replacement Pre-Treatment Machine prior to Original Purchaser returning the defective Pre-Treatment Machine to IGT, Original Purchaser will return the claimed defective Pre-Treatment Machine to IGT within thirty (30) days after receipt of the replacement Pre-Treatment Machine. IGT will require that Original Purchaser provides a valid major credit card number. IGT may issue a hold against the credit card account number that Original Purchaser provides until IGT receives Original Purchaser's original Pre-Treatment Machine or accessory/part(s) and determines that Original Purchaser's original Pre-Treatment Machine or accessory/part(s) is entitled to warranty coverage. Original Purchaser's credit card will be charged up to the cost of a new Pre-Treatment Machine or accessory/part(s) only if: (i) Original Purchaser does not return their original Pre-Treatment Machine or accessory/part(s) to IGT within thirty (30) days; (ii) the problems with Original Purchaser's original Pre-Treatment Machine or accessory/part(s) are not covered by the limited warranty; (iii) the proper packaging instructions are not followed and has caused damage to the Pre-Treatment Machine; or (iv) the warranty period on Original Purchaser's original Pre-Treatment Machine has expired or has not been sufficiently validated with a copy of the proof of purchase (bill of sale).

If after Original Purchaser replaces the defective or failed component(s), the reported problem has not been solved, IGT may determine, at its sole discretion, that On-Site Warranty Service is required or that Original Purchaser should send the component(s) to IGT for further inspection. If IGT determines that On-Site Warranty Service is required, Original Purchaser shall cooperate with IGT as described in the second paragraph of this Section 12.4. Please note that Original Purchaser will be solely responsible for all hotel and travel expenses associated with IGT's On-Site Warranty Service after the expiration of the limited warranty period described above.

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If the Pre-Treatment Machine and/or accompanying accessories are not covered by this warranty, Original Purchaser will be charged any shipping or travel costs incurred by IGT and charged for any service and/or replacement component parts at IGT's then current published rates.

The foregoing is sole (i.e., only) and exclusive remedies under this warranty for Original Purchaser.

1.5. Warranty – Pre-Treatment Machine – Warranty Limitations. IGT is not responsible for damage to or loss of any equipment, media, programs or data related to the use of the Pre-Treatment Machine. Except for that repair or replacement as described above, IGT shall not be liable for any direct, indirect, incidental or consequential damages or specific relief. Because some states do not allow the exclusion or limitation of consequential or incidental damages, the above limitation may not apply to certain Original Purchasers.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, WHETHER EXPRESSED BY AFFIRMATION, PROMISE, DESCRIPTION, DRAWING, MODEL OR SAMPLE. ANY AND ALL WARRANTIES OTHER THAN THIS ONE, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.

- This Warranty is the only warranty that IGT is giving for this Pre-Treatment Machine. It is the final expression and the exclusive and only statement of IGT's obligations to Original Purchaser. It replaces all other agreements and understandings that Original Purchaser may have with IGT or its representatives.
- This warranty gives Original Purchaser certain rights and Original Purchaser may also have other rights that may vary from state to state.
- This Warranty (and IGT's obligation to Original Purchaser) may not be changed in any way unless Original Purchaser and IGT agree in writing, signed by both IGT and Original Purchaser, which (1) refers to this Pre-Treatment Machine and Original Purchaser's bill of sale date, (2) describes the change to this warranty and (3) agrees to make that change.