

Warranty Statement for Ricoh Laser Printers

IMPORTANT NOTICE

This Warranty applies to the Laser Printers distributed in Australia by Ricoh Australia Pty Ltd (“Ricoh”), a Ricoh Business Centre dealer or an approved Ricoh Reseller (“Ricoh Authorised Outlet”) under the brand name of Ricoh.

TERMS OF THE WARRANTY

1. In addition to any warranties implied by law which may not be excluded, restricted or modified, Ricoh warrants to you (“the Customer”) that the product you have purchased from Ricoh Australia or a Ricoh Authorised Outlet in Australia (“the Product”), is free from manufacturing defect from the date of original purchase until the end of the period identified in the Specifications for the Product (“the Warranty Period”). The Specifications for the Product appear against the Product’s model number in our Products and Solutions listing at <https://www.ricoh.com.au/product-listing>
2. Your sales receipt or tax invoice, showing the date of purchase of the Product, is your proof of the date of purchase.
3. During the Warranty Period, Ricoh at its option, shall either repair or replace any Product which fails to meet the Product’s specification within the Terms of the Warranty expressed herein (“Warranty Service”).
4. The Warranty Service will be performed only by Ricoh or a Ricoh Authorised Outlet. A copy of the proof of purchase must be supplied, in the event of your Product requiring Warranty Service.
5. Replacement of consumable parts or maintenance kits is the Customer responsibility. The Warranty Service does not include the cost of consumable parts or maintenance kits and the labour required to install such. Please refer to the Operator’s manual for further details concerning consumable parts and maintenance kits.
6. To the full extent permitted by law, Ricoh will not be liable for any loss or damage whether arising in contract, tort or otherwise (including liability for negligence or for breach of a term, condition or warranty implied by law) including without limitation, direct losses, damages or expenses arising out of or in connection with this Product.

STANDARD PRODUCT WARRANTY

In the event that a machine fault cannot be rectified remotely, and is a genuine warranty claim which would not constitute a ‘major failure’ as defined under section 260 of the Australian Consumer Law, Ricoh will repair or replace equipment at our discretion.

LIMITED EXCHANGE WARRANTY

Ricoh will collect the faulty unit and send a replacement device to the end user. The replacement device is supplied on a like-for-like basis and is not necessarily new-for-old. Ricoh reserves the right to supply a device of similar age and/or page count. Should an appropriate replacement not be available, or the original machine be discontinued, Ricoh reserves the right to repair the faulty unit or offer a refund. The replacement device will be covered under warranty from the original date of purchase.

LIMITED ON-SITE WARRANTY

Warranty Service is provided at the Customer's address during Ricoh's business hours during the Warranty Period. Ricoh offers next business day service within a 35km radius of a Ricoh Authorised Outlet where possible. For locations further than a 35km radius but less than 80km please add one (1) additional business day for On-Site Warranty Service; a travel charge may apply. For locations further than 80km from a Ricoh Authorised Outlet, the Customer will need to return the product to the nearest Ricoh Authorised Outlet for Warranty Service.

EXCEPTIONS

1. This Warranty may be voided where the failure of the Product is caused by an external reason including but not limited to the following:
 - a. Electrical mains surges or lightning strikes
 - b. Water damage
 - c. Acts of nature
 - d. Use outside of the Product Specifications
 - e. Use contrary to normal operation described in the Operators Manual
 - f. Neglect or misuse by the Customer or Operator
 - g. Repair not authorised by Ricoh
 - h. Repair not completed by a Ricoh Service Outlet
 - i. Normal wear and tear
 - j. Incorrect installation, operator error or user maintenance as identified in the Operations Manual or User Guide
 - k. Failure caused by the use of consumables, maintenance kits or parts not approved by Ricoh.
2. The following are additional exclusions from the Warranty:
 - a. Any repairs (labour, parts, consumables) or service if the Customer is in default of its obligations under any agreement with Ricoh;
 - b. Product overhauls, refurbishing, fitting of any ancillary items after installation, Preventative Maintenance or general servicing;
 - c. Repair or costs relating to the relocation of the Product;
 - d. Maintenance of software supplied by a third party or available to the Customer from a third party whether or not supplied by Ricoh;
 - e. Correction of software or the correction of problems arising from any unauthorised modifications to the Software; problems caused by unauthorised modification of the equipment
 - f. Instances where onsite or remote support is provided and where the problem is found to be external to the Ricoh supplied equipment or solution.
 - g. If Ricoh diagnoses faulty consumable parts, maintenance kits or user replaceable parts which are designed for customer replacement during the Warranty Period these will be provided at no cost. Fitting of these parts is to be by the Customer following the Operation Manual or User Guide.

The Customer agrees to pay for any services performed by Ricoh at Ricoh's then current non-contract rates for assistance not covered under these warranty provisions.

ADDITIONAL RIGHTS

If you buy goods from Ricoh as a consumer, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.