

Warranty

Thank you for choosing a FUJIFILM Business Innovation Australia product

As the original purchaser of this FUJIFILM Business Innovation Australia product you are provided with a 12 month product warranty. In order to receive prompt Customer Service and Support under this warranty, kindly activate this warranty by registering your product details on our website at <https://www-fbau.fujifilm.com/>

Please have the following information when you register:

- Date of purchase
- Company purchased from
- Model number
- Serial number

Please note that whether you register or not, this warranty will start on the date of purchase and continue for 12 months.

If FUJIFILM Business Innovation Australia determines your product to be defective and you have not caused such defect, we will, at our option, repair or replace the product for the period of the product warranty. However, please note that a claim can only be made under this warranty if the FUJIFILM Business Innovation Australia Support Centre is unable to rectify the defect with your assistance and cooperation, over the telephone. If telephone support is unsuccessful, an on-site inspection is normally made and then FUJIFILM Business Innovation Australia determines whether to repair or replace the product.

The benefits of this warranty are in addition to and do not limit or exclude other rights and remedies you may have at law. 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.

If you have a problem with your product

The answers to many questions may be found:

- On our Online Support at www.fujifilm.com/fbau
- In the user guide provided with your product
- Utilising the troubleshooting tools within the software provided with your product
- Through e-mailing our Support Centre at shm-fbau-aus.adminsupport@fujifilm.com

Terms and Conditions

Company offering warranty

This warranty against defects is given by FUJIFILM Business Innovation Australia Pty Ltd (ABN 63 000 341 819) of 8 Khartoum Road Macquarie Park NSW 2113, Australia.

Service and Claim Procedure

FUJIFILM Business Innovation Australia recommends you first utilise information contained in the Online Support at <https://www-fbau.fujifilm.com/>, check the troubleshooting section of the "User Guide", utilise the troubleshooting tools within the software provided or email support on shm-fbau-aus.adminsupport@fujifilm.com

Your product is designed to perform with a minimum amount of user maintenance. You are however responsible for the required user maintenance, described in the "User Manual" provided with your product. This includes the replacement of customer replaceable units (CRUs) such as print cartridges and maintenance kits, clearing paper misfeeds, and cleaning the unit and other prescribed routine and preventative maintenance.

If the problem persists, to obtain service under this warranty you must notify the FUJIFILM Business Innovation Australia Support Centre on 1800 028 962, Monday to Friday 8am to 5pm local Australian time, (excluding public holidays).

Before you call please be ready to provide your product serial number, date and proof of purchase and a description of the problem. Telephone support personnel will work to resolve issues professionally and quickly, however you must reasonably assist FUJIFILM Business Innovation Australia.

If telephone support is unsuccessful, FUJIFILM Business Innovation Australia or one of its authorised service providers will usually attend onsite. Following inspection of the product, FUJIFILM Business Innovation Australia will, at its option, determine whether to repair or replace the product.

Under this warranty any on-site service is provided during normal business hours (excluding public holidays). There is no charge for parts or labour, however charges may apply if the product is not located within 50 kilometres of a FUJIFILM Business Innovation Australia Service Centre. The specific amount charged varies by location and product and for further details please contact the FUJIFILM Business Innovation Australia Support Centre on 1800 028 962.

Replacement Products

If FUJIFILM Business Innovation Australia decides to replace your product under this warranty, please note:

- The exchange product is a permanent replacement for your product and automatically inherits your original product's remaining protection under this warranty.
- FUJIFILM Business Innovation Australia may use new, or equivalent to new or refurbished products of equal or improved quality. An exchange product may be a subsequent model or a different model, but will in all cases meet or exceed the specification of the replaced product. All products replaced by a FUJIFILM Business Innovation Australia exchange product shall become the property of FUJIFILM Business Innovation Australia.
- FUJIFILM Business Innovation Australia shall pay for the delivery of the exchange product to you. Return shipping charges will be paid by FUJIFILM Business Innovation Australia provided you return the defective product via the carrier designated by FUJIFILM Business Innovation Australia in either the original product's packaging or the replacement product's packaging.
- You are responsible for transferring any accessories or options, such as network or memory cards to the new product.

Resellers

No reseller is authorised to modify the terms of this warranty. Any additional warranty offered by a reseller is the sole responsibility of that reseller.

Proof and Date of Purchase

To obtain service under this warranty, proof and date of purchase is required. Product repairs/replacements will only be completed under this warranty on the provision of the original purchase receipt showing your date of purchase.

Service after this product warranty expires

When this product warranty expires, in addition to any rights of refund, repair or replacement which you may have under the Australian Consumer Law, you can obtain product service on a time and materials

basis from FUJIFILM Business Innovation Australia (provided FUJIFILM Business Innovation Australia is still making service available for that particular product generally), at our then current rates. Please call the FUJIFILM Business Innovation Australia Call Centre on 1800 028 962.

Limitations

FUJIFILM Business Innovation Australia will not be obligated under this warranty to:

- Repair damage resulting from attempts by personnel other than an authorised FUJIFILM Business Innovation Australia representative to install, repair or service the product (unless directed by a FUJIFILM Business Innovation Australia representative);
- Repair damage, malfunction, or degradation of performance resulting from improper use or connection to incompatible equipment or memory;
- Repair damage, malfunction, or degradation of performance caused by the use of non- FUJIFILM Business Innovation Australia / FUJIFILM product parts, supplies or consumables (such as toner and drum assembly) or the use of FUJIFILM Business Innovation Australia / FUJIFILM supplies not specified for use with the product;
- Repair a product 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;
- Perform product maintenance or cleaning or to repair damage, malfunction, or degradation of performance resulting from failure to perform product maintenance and cleaning as prescribed in published product materials;
- Repair damage, malfunction, or degradation of performance resulting from use of the product not in accordance with its specifications or in an environment not meeting the operating specifications set forth in the product's documentation;
- Repair damage, malfunction, or degradation of performance resulting from acts of God or nature, acts of terrorism, explosion, flood, fire, war, riots or any other event beyond FUJIFILM Business Innovation Australia's reasonable control;
- Repair the product after the limit of its duty cycle / machine life has been reached;
- Replace items that have been refilled, are used up, abused, misused, or tampered with in any way;
- Install replacement items that are considered customer replaceable;
- Support software not supplied by FUJIFILM Business Innovation Australia/FUJIFILM;
- Provide software or firmware updates or upgrades;
- Provide any application software installation, support or service on a host network or computer; or
- Repair any non- FUJIFILM Business Innovation Australia accessories (unless such accessories are approved by FUJIFILM Business Innovation Australia).

Any service identified in the preceding section (and for which you are not entitled to a remedy under the Australian Consumer Law) and provided by FUJIFILM Business Innovation Australia at your request, will be invoiced to you at our then current rates which we will advise you of prior to undertaking any such work.

Please note that this product warranty is non-transferable and only available in Australia.

For more warranty information please visit our web site: <https://www-fbau.fujifilm.com/> or call AUS 1800 028 962

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***Please register your product to activate this warranty**

1. Register online <https://www-fbau.fujifilm.com/> or
2. call **AUS 1800 028 962**, Monday – Friday, 8.30am – 5pm local time (excluding public holidays)

Please have the following information when you call:

- Proof of purchase
- Company purchased from
- Model (Number)
- Serial Number