

## 2 years Limited warranty.

**1) Coverage:** Magicard Australia Warrants that the MAGICARD printer will conform to the manufacturers specifications and be free from defects in materials or workmanship for a period of 2 years from the date of original purchase by the user, but there are additional conditions on the printhead Warranty (see paragraph 2).

**2) Limited Printhead Warranty:** Magicard Australia warrants that, under normal use and service, thermal printheads will be free from defects in material and workmanship for a period of one year from the date of original purchase or for a quantity of 10,000 printed cards, whichever comes first, provided that Magicard Australia-approved card media is utilised. If a Warranty claim is submitted for a defective printhead, Magicard Australia will have the right to inspect the printhead and samples of the printed and blank ID cards used with it for the purpose of verifying that the claimed defect has not been caused by non- Magicard Australia approved media, or by foreign particles or substances which have caused chemical or physical damage. Magicard Australia's decision in any such claims shall be final.

**3) Warranty Claims:** If the MAGICARD printer proves defective during this period, please contact your Magicard Australia Reseller, at the address and telephone/fax number given below. The Magicard Australia personnel may first ask you to carry out certain simple checks to confirm the nature of the problem, and if a return is appropriate they will give you a Return Authorisation Number (MRAN) and consignment instructions to the appropriate repair center. Magicard Australia will, at its option, repair or replace the defective parts at no charge to the customer.

**4) Warranty Limitations:** The Warranty does not apply to MAGICARD printers that have been:

- Damaged through physical or electrical mishandling.
- Damaged through operation in environments which are outside normal office conditions in terms of corrosive atmosphere, temperature, humidity, shock or vibration.
- Improperly installed or interfaced to other products which may exhibit software problems or expose the MAGICARD to improper voltages or control signals.
- Used with consumables from any source other than Magicard Australia .
- Serviced or interfered with by anyone other than an Magicard Australia reseller provider.

**5) Shipping:** Insurance and shipping costs incurred in sending the MAGICARD printer for Warranty service are the responsibility of the customer. Return shipping costs from Magicard Australia to the customer will be at Magicard Australia's expense. After obtaining the MRAN as described above, the printer should be securely packed in its original packaging with proof of date of purchase and a note describing the problem and

quoting the MRAN. The printer must be sent to the Service Center address supplied with the MRAN by the main service center. This address may be different to the address listed below, but will generally be closer to you. Please also mark the Return Authorisation Number on the outside of the shipping carton. All customs duties and taxes, if applicable, are the responsibility of the customer.

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