



## IOT's Product & Service Warranty

### Toner Cartridges

PEAKTONER and Renew Plus+ cartridges will be free from defects for one year from the date it was manufactured.

### Hardware

New hardware will be warranted according to the original Manufacturer's specifications; Refurbished hardware purchased from IOT will have a 30 day warranty but can be put on the Total Imaging Care Program for a lifetime warranty as specified in the TIC agreement.

### Service & Repair

Services rendered by IOT will be warranted for 30 days; TIC Program services are warranted according to the TIC agreement between the customer and IOT.

#### **IOT will determine what, if any, remedy is given if:**

- The asserted defect is not present
- The product cannot reasonably be fixed because of damage occurring when the Product is in the possession of someone other than IOT
- The defect is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external covers (unless authorized to do so by IOT), accident or mishandling while in the possession of someone other than IOT, except an authorized delivery agent of IOT.
- The IOT Warranty does not apply to defects resulting from: (1) inadequate or improper storage; (2) unauthorized modification or misuse; (3) usage outside of the environmental specification of the merchandise; or (4) improper site preparation and maintenance.



The exclusive remedy for any defective Product is limited to the replacement, or equivalent Credit Memo of the defective Product, or repair of the product.

IOT may elect which remedy or combination of remedies to provide in its sole discretion.

IOT shall have a reasonable time after determining that a defective Product exists to repair or replace a defective Product. The IOT warranty applies to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety days from the date of shipment of a repaired or replaced Product, whichever is longer.

IOT's entire liability for any defective Product shall in no event exceed the purchase price for the defective Product. This limitation applies even if IOT cannot or does not repair or replace any defective Product and the exclusive remedy fails of its essential purpose.

The IOT warranty does not cover Products that have been returned improperly packaged, altered, or physically damaged. All returned Products will be inspected upon receipt.

IOT will have no liability for any Product returned if determined that the defect is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external covers (unless authorized to do so by IOT), accident or mishandling while in the possession of someone other than IOT, except an authorized delivery agent for IOT.