

# STAR MICRONICS AMERICA, INC., LIMITED WARRANTY

\* Purchased in United States, Canada and Latin America

\* Covering TSP, HSP, FVP, BSC, SP, DP, SAC, SMD2, mPOP Series, and TUP for 2 Years

[www.starmicronics.com](http://www.starmicronics.com)

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Star Micronics America, Inc. warrants these products against defects in materials and workmanship with a warranty coverage of TWO YEARS FOR PARTS AND LABOR from the original date of purchase by the original end user only. \* This warranty shall apply only if such original purchase by the end user was made in United States, Canada or Latin America and product is used in United States, Canada or Latin America. This warranty is not transferable.

This warranty shall apply only if the product fails to function properly under normal use. Should this product fail to be in good working order anytime during the warranty period, Star Micronics America, Inc. will at its sole opinion, repair or replace this product or provide replacement parts as set forth below. The foregoing is Star Micronics America, Inc. sole responsibility under this warranty, and any liability for incidental or consequential damages, is expressly disclaimed. Repair parts and replacement products shall be furnished on an exchange basis and shall be either new or reconditioned. All replaced parts and products become the property of Star Micronics America, Inc. **Warranty coverage will not apply to any unit where the failure is directly caused by abuse, misuse, misapplication, negligence, accidental damage, unauthorized repair, or use of improper print media. This also includes any changes, modifications, additions, or deletions of hardware, software, or firmware in the printer products.** The warranty will be null and void when the serial number label or rating label has been removed, defaced or altered.

Requests for warranty service must include the buyer's purchase receipt or other valid proof of date of original consumer purchase. Only a receipt or proof of purchase where the serial number is clearly printed will be considered a valid proof of purchase for purpose of warranty service. The buyer is responsible for contacting the Star Micronics America, Inc. at (848) 216-3300 to obtain an In-Warranty Repair Authorization (IWRA) number before any warranty repairs begin. The buyer is responsible for returning the Star Micronics America, Inc. product properly packaged in its original container, or equivalent, along with a copy of the In-Warranty Repair Authorization to the indicated Star Micronics America, Inc. Authorized Service Depot. Any postage, insurance or shipping costs incurred in presenting or sending the product for service is the sole responsibility of the buyer. Star Micronics America, Inc. will pay return shipping costs via UPS Ground Service or equivalent to the original shipper of the product.

All expressed and implied warranties for this product are limited in duration to a period, as mentioned above, and no warranties either expressed or implied will apply after this period. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.