

Terms of Limited Warranty



Ricoh New Zealand Limited ("Ricoh") hereby provides a non-transferable, limited warranty (the "Warranty") to the purchaser of the Ricoh Products in Annexure 1, from date of purchase/lease, for the Warranty Period set out in Annexure 1 ("**Warranty Period**"). The Warranty is a supplemental contract between the purchaser and Ricoh, the supplier and is subject to Ricoh's Standard Terms of Trade as outlined at www.ricoh.co.nz/terms. The Warranty does not affect the purchaser statutory rights under any applicable national legislation.

In the event of any conflict between the terms and conditions of the Warranty, the Ricoh Standard Terms of Trade the following is the order of preference:

1. The Warranty
2. The Ricoh Standard Terms of Trade

More information on the Warranty is provided below.

Ricoh grants the purchaser ("**You**") in relation to the Ricoh Product(s), a non-transferable, limited warranty that the Ricoh Products will operate as outlined in the accompanying manual/documentation/usage instructions for the period specified in Annexure 1 from the date of purchase, for the Warranty Period, on the following conditions:

- The Ricoh Product must have been purchased by You from Ricoh in New Zealand and have been run up by Ricoh New Zealand.
- You must notify Ricoh of any claim under the Warranty by:
 - a) telephoning the Ricoh hotline at 0800 742 644
 - or;
 - b) by sending an email to the following e-mail address: it.orders@ricoh.co.nz
- When reporting the warranty issue. You must provide the following information:
 - a) Serial number of the Ricoh Product
 - b) Place and date of purchase;
 - c) Full details of the name and address of the purchaser and location of the Ricoh Product;
 - d) Your phone number
 - e) Your e-mail address
- Ricoh reserves the right to demand from You the original purchase receipt of the Ricoh Product. Please note that the place and date of purchase must be indicated legibly.
 - Where incomplete or incorrect information is provided, You shall not be entitled to warranty services, meaning that any services will be provided solely at Ricoh's option, and any such services provided by Ricoh at your request may be chargeable at Ricoh's then current rates for such services. Where relevant, Ricoh reserves the right to ask You for a purchase order or written approval for the relevant costs before undertaking any such services. Ricoh will advise You of any

applicable costs before carrying out any services. The warranty services will be carried out either directly by Ricoh or by third parties commissioned by Ricoh within the service hours: Monday - Friday 09.00 - 17.00, except on public holidays. Ricoh will use reasonable endeavors to provide the services within five (5) working days after receipt of the notification of the claim under the Warranty.

First attempts to determine the cause of the defect or fault in the Ricoh Product shall be undertaken by phone or by electronic data transmission (i.e. e-mail), with the aim of resolving the issue. Ricoh reserves the right to send replacement parts or units to You so that You can fix the faulty Ricoh Product through instruction via telephone or electronic data transmission. If this is not successful, Ricoh will repair the Ricoh Product at an agreed service center or replace the Ricoh Product, at its sole option. Any such replacement Ricoh Product shall be supplied without accessories.

- All parts and Ricoh Products replaced under the Warranty shall become the property of Ricoh.
- The replacement/repaired Ricoh Product shall be subject to the Warranty from the date of replacement or repair for any remaining period of the original Warranty Period-4. The Warranty covers only manufacturing defects or errors arising during normal usage of the Ricoh Product or which it can be demonstrated conclusively were already present at the point of purchase.

The Warranty does not cover defects or faults that result from:

- improper use;
- excessive wear and tear and/or physical/accidental abuse;
- loss or theft;
- incorrect or inadequate maintenance, especially by non-authorized service provider;
- willful or negligent damage;
- power surges, including lightning;
- insufficient ventilation, as specified in the operating instructions of the Ricoh Product; or
- the use of controllers or software that do not originate from Ricoh and which are not suitable due to the technical specifications applicable to the Ricoh Product.

In the above cases, Ricoh may elect to supply repair/replacement services at its sole discretion, but reserves the right to charge You for such repair/replacement services at its then-current rates.

The Warranty **does not** cover the following:

- periodic maintenance and repair or replacement of spare parts;
- software and software components including firmware;
- foreign products, in particular foreign controllers;
- stands or wall brackets;
- electrical work;
- freight or transportation costs;
- installation; or
- removal.

Ricoh's sole obligation under the Warranty is the repair or replacement (at Ricoh's sole option) of the Ricoh Product(s) at Ricoh's cost, and as far as the law allows, Ricoh shall have no other liability to You of any kind, whether in contract, tort or otherwise. In particular, Ricoh shall have no liability to You under any circumstances for any direct, indirect or consequential loss arising from any failure of or defect in the Ricoh Product

- It is your responsibility to ensure that when returning your Ricoh Product to Ricoh You remove all media, data and personal property which may be contained within the Ricoh Product as Ricoh assumes no responsibility for the safe keeping or return of such media, data or personal property.
- This warranty and any non-contractual obligations arising out of or in connection with it shall be governed by and construed in accordance with New Zealand law and subject to the exclusive jurisdiction of the courts of New Zealand.

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Annex 1: Ricoh Products

Warranty Period: 1 Year RTB (Return to Base) for below Products

D5520
D6510
D7500
D8400
D8600

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