



OUR QUALITY GUARANTEE

EXTENT OF GUARANTEE

1. Q-Connect remanufactured inkjet cartridges are produced to the most exacting standards, using modern and technically proficient techniques. They are produced under strictest quality control procedures, guaranteeing optimum cartridge performance every time you print.
2. All Q-Connect products carry a two year warranty covering workmanship and materials. The starting date is located on the inkjet label. Any product found to be faulty will be replaced free of charge or a full refund offered.
3. Should a Q-Connect inkjet cartridge exclusively cause damage to a customer's printer, we will send out an independent engineer within 48 hours to investigate further. If it is proven that the cartridge has damaged the printer, we will fix or replace the printer free of charge. We guarantee to repair or replace the equipment at our cost, upon receipt of satisfactory evidence from a reputable service company. Authorisation must be obtained (please see note 5 below).
4. The Q-Connect warranty covers only those defects which arise as a result of normal use of the cartridge and does not cover any other problems which may occur as a result of improper use.
5. The manufacturer reserves the right to inspect the damaged/faulty equipment prior to granting authorisation to repair/replacement costs.
6. Our liability shall be limited to replacement or reimbursement as outlined above. The warranty is exclusive and in lieu of all other warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose.

