



Lifetime Warranty

Managed Print

norwix Inc. provides a Lifetime Warranty for our HP based Print hardware products and warrants that each product is to be in good working order for the product's lifecycle whether purchased from norwix or an authorized norwix business partner. Should this product, in norwix's opinion, fail to be in good working order, norwix will, at its option, repair or replace this product at no charge, provided that the product has not been subjected to abuse, misuse, accident, disaster or non-Norwix authorized modification or repair. This Lifetime Warranty is given only to the Buyer and is non-transferable.

Warranty Applicability

This warranty applies to the following components:

- Print heads
- Print Electronics
- User Interfaces
- Connecting cables
- Bulk Ink Systems

The Lifetime Warranty only applies to components that are Managed and where Managed Print ink is used exclusively throughout the lifetime of the components and where Managed Print capabilities have been enabled by norwix's software or firmware.

You may obtain warranty service by delivering this product to an authorized norwix business partner or to norwix along with proof of purchase. Product returned to norwix must be pre-authorized by norwix with an RMA (Return Material Authorization) number marked on the outside of the package and sent prepaid, insured and packaged for safe shipment. norwix will return this product by prepaid ground shipment service.

The norwix Lifetime Warranty is defined as the serviceable life of the product. This is defined as the period during which all components are available. Should the product prove to be irreparable, norwix reserves the right to substitute an equivalent product if available or to retract Lifetime Warranty if no replacement is available.

**Warranty Repairs**

A warranty repair refers to a product that has been returned to norwix for repair within its warranty period. Parts and labor costs associated with the repair are covered by norwix. The parts included in the repair are guaranteed for the product's lifecycle.

Product Upgrades

Upgrades may be available for a product returned for repair. All products returned under warranty are upgraded at no cost to the customer.

Other Warranty Conditions

It does not apply to damage or non-functionality due to misuse, abuse, accident, mishandling, modifications made by the Buyer or any third party, Buyer-supplied software or interfacing, operation outside the environmental specifications for the Product, or improper settings or maintenance.

In the event of a breach of warranty, norwix shall, at its option, either repair or replace a Product or component that proves to be defective either upon receipt by the OEM or during normal use within the Lifetime Warranty period. norwix reserves the right to replace Products with refurbished units. If norwix is unable to repair or replace the Product, it will refund the cost of the Product or Part in question. The remedy provided herein is norwix's sole liability and Buyer's sole and exclusive remedy for breach of warranty. norwix shall not be liable for any special, incidental, consequential, or indirect damages, including but not limited to loss of use and lost profits, arising from norwix's performance or lack thereof of this Agreement, even if norwix is put on notice of the possibility of such damages occurring. These limited remedies and limitation on damages shall apply whether the claim is based on contract, warranty, tort or any other legal theory. These limitations shall apply even if Buyer's sole and exclusive remedy shall fail of its essential purpose.