

Product Warranty

Norwix, Inc. warrants that all its Printer hardware will conform in all material respects to published operational specifications and be free from manufacturing defect for a period of 12 months (365 days) from date of product shipment from norwix. This warranty is given only to the Buyer and is non-transferable.

Warranty Applicability

This warranty applies to the following components:

- jet.engine components
- Bulk systems
- Mounting hardware
- Ancillary electronics

“bulk systems” includes all component parts that are used to create a bulk ink delivery system, including regulators, bulk cartridge holders and empty detect devices. It excludes any Print Cartridges or tubing supplied as an integral part of the Print Cartridge as offered by norwix.

“mounting hardware” includes all and any hardware supplied by norwix that is used to affix norwix hardware products to external equipment or a specific location.

“ancillary electronics” includes any pieces of electronics equipment that is supplied by norwix and is designed to function as part of the printing system.

Warranty Exclusions

This warranty specifically excludes: (i) any consumables parts, (ii) any equipment or parts that have come into contact with fluids which were not manufactured or distributed by norwix, (iii) defects caused by the buyer’s failure to provide the correct power supply or an operating environment which conform to norwix’s published specifications, (iv) damage cause by fire, flood, lightening or any act of God, (v) damaged caused by abuse, misuse, neglect, Buyers attachments or modifications.

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 remainder of the existing warranty period of 90 days, whichever is greater.

Non-Warranty Repairs

A non-warranty repair refers to a product that has been returned to norwix for repair outside of its warranty period./ The customer is responsible for parts and labor costs associated with the repair. An estimate is sent to the customer for approval prior to repair of the products. The parts included in the repair are guaranteed for six months.



Product Upgrades

Upgrades may be available for a product returned for repair. For warranty repairs, all products are upgraded at no cost to the customer. For non-warranty repairs, norwix covers the costs associated with replacement parts and the customer is responsible for labor costs. An estimate is sent to the customer for approval prior to upgrading a product.

Shipping

For any product returned for repairs, the Buyer will pay all freight costs to norwix's repair facility. norwix will assume the freight costs for returning the repaired items back to the Buyer.

Other Warranty Conditions

This warranty is provided only to norwix authorized original equipment manufacturers (OEMs) purchasing the Products from norwix

The warranty stated above is conditioned upon the use of norwix, Managed Ink branded Print Cartridges and ink manufactured by Hewlett Packard. 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 1 Year 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.