

RICOH Laser Printers Warranty Guide



RICOH
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Limited Warranty

Thank you very much for your purchase of your RICOH PRINTER ("Product"). This Limited Warranty ("Warranty") is an agreement to perform service and maintenance on your Product in accordance with the terms and conditions described below. When presented with your Warranty, please retain the Ricoh Product model number, part number, serial number and proof of purchase.

Eligible Products covered under this Limited Warranty: RICOH 132 P, 132 MF, C125 P, C125 MF. Product consumables, such as toner cartridges, and Product options are not covered under this Warranty.

PFU America, Inc. ("PAI") provides the following Limited Warranty on the Product distributed by PAI or through PAI's authorized distribution channels in the United States.

PAI warrants to the purchaser of the Product ("Customer or Purchaser"), that the Product, from the date of purchase through the Warranty Period (defined below) applicable to the Product, will be free of defects in materials or workmanship and will conform to the performance specifications applicable for the particular Product.

Warranty Provisions

1. This Warranty covers the Product for the period of one (1) year from the date of purchase ("Warranty Period").
2. In the unlikely event that a Product failure occurs under normal usage conditions (e.g., while the Product is used in accordance with the Operating Instructions, cautionary notes of product tools, or other stipulated requirements), please inquire via the How to Obtain Limited Warranty Service section mentioned below. PAI will (in its sole discretion) perform the necessary service/maintenance, repair, or replace the affected Product in accordance with the provisions in this Warranty. Products found to be defective or does not conform to product specifications will be repaired or replaced with a new or refurbished Product at PAI's option.
3. PAI shall not be liable for any losses incurred by the Customer, either direct or indirect, incurred due to the malfunction or usage of the Product.
4. PAI shall not be liable for any incidental, indirect, or collateral damages related to the use of the Product, regardless of whether or not the Warranty Period is still valid. This includes but is not limited to loss of data, loss of opportunity, loss of revenue/profit, recovery/restoration costs, third-party claims/charges, and others
5. The Product is NOT covered under this Warranty in the following Warranty Exclusions, even if the Product is still under the Warranty Period.
 - (1) Warranty Exclusions. PAI's Warranty does not apply to a Product that has been subjected to physical or electronic damage after purchase, caused by casualty, accident, acts of God or transportation, including but not limited to:
 - i. Failures, malfunctions, or damage resulting from the improper handling of the Product by the Customer, including but not limited to the Product being dropped or damaged during transport, relocation, and/or transfer;

- ii. Failures, malfunctions, and/or damage due to abnormal voltage or natural disasters, including but not limited to fires, earthquakes, floods, and other unforeseeable natural disasters;
 - iii. Failures, malfunctions and/or damage due to the improper handling or misuse of the Product in a way that violates the requirements specified in the Operating Instructions, including the cautionary notes, installation requirements, and any other requirements;
 - iv. Failures, malfunctions, and/or damages caused by the Customer's installation, system integration, programming, re-installation of user operating systems, or application software, or the removal or disassembly of the Product or any component (including breakage of a connector, cover, glass, pins, or seal);
 - v. Failures, malfunctions, and/or damage caused by any service, repairs, or modifications of any kind made to the Product by the Customer or third parties other than PAI authorized service and maintenance providers;
 - vi. Failures, malfunctions and/or damage that occurs when using the Product in high-temperature, high-humidity environments (e.g., offices, train cars, ships), or by environmental conditions present during the use, storage or transport of the Product (e.g., dust, rust, mold, moisture condensation, incursion/infestation of small animals);
 - vii. Failures, malfunctions, and/or damage caused by any third-party or non-OEM devices, cables, parts, or consumable parts connected to the Product; and
6. Any Products and their component parts shipped to PAI for the purposes of providing a replacement and in performing the service and/or maintenance activities will be owned by PAI.
 7. As part of the service/maintenance process, parts may be replaced with either brand new parts or those of equivalent quality, at the discretion of PAI.
 8. This Warranty is valid only in the United States. PAI provides no Limited Warranty for Products intended for distribution in countries other than the United States. Purchasers of Products from foreign distribution channels must seek warranty coverage, if any, through the original source of purchase.

Note: PAI is unable to accept requests for service and/or maintenance that are outside the scope of this Warranty or is requested after the Warranty Period has expired.

How to Obtain Limited Warranty Service:

Eligible Purchasers of the Product under this Warranty should have the Ricoh Product model number, part number, serial number and proof of purchase (dated receipt or email, an order number, etc.) available. The eligible Purchaser should also be prepared to provide a description of the problem.

Eligible Purchasers seeking services for the Product covered under this Limited Warranty can use the Product Return Procedure to exchange the Product with a new Product that is at least functionally equivalent to the original Product by obtaining a Return Material Authorization number ("RMA")

by calling Technical Assistance Center ("TAC") at (800) 626-4686, and within ten (10) business days from the date of issuance of the RMA must return the Product to the address designated in the RMA at the end user's own expense and risk, in compliance with PAI's then current Packaging and Shipping Guidelines.

Any defective Products or parts replaced by PAI become the property of PAI.

Packaging and Shipping Guidelines:

Purchaser must ship all warranty returns in careful compliance with the Packaging and Shipping Guidelines. Failure to do so may void the Warranty. PAI advises the Purchaser to keep the original box and packing materials for storing or shipping. The Purchaser must return only the Product. Prior to shipment, Purchaser must remove and retain all "add-on" items, (i.e., cables, toner cartridges, adapters, cables, software, manuals, etc.). PAI accepts no responsibility for these items and they will not be returned with the repaired or replacement Product. All Products should be returned to PAI in the original shipping container, or an authorized packaging box for the units being returned. When the original packaging is not available, contact PAI's TAC at (800) 626-4686, for part numbers and replacement packaging ordering information.

Disclaimer and Limitation of Liability:

EXCEPT AS OTHERWISE STATED IN THE WARRANTY, PAI MAKES NO REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCT. TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, PAI DISCLAIMS ANY LIABILITY FOR INDIRECT, CONSEQUENTIAL, PUNITIVE, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOST DATA, LOST REVENUE, LOST PROFITS, OR REPLACEMENT PRODUCT COSTS ARISING OUT OF THE PURCHASE, USE, OR PERFORMANCE OF THE PRODUCT, UNDER ANY THEORY OF LIABILITY, EVEN IF PAI HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME END USERS. TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, PAI DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AFTER THE PERIOD OF LIMITED WARRANTY, AND DISCLAIMS ANY IMPLIED WARRANTY ARISING FROM A COURSE OF PERFORMANCE, DEALING, USAGE, OR TRADE PRACTICE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO SOME PURCHASERS. THIS LIMITED WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, AND THE PURCHASER MAY HAVE OTHER LEGAL RIGHTS THAT VARY FROM STATE TO STATE. THE PRICE OF PRODUCTS DISTRIBUTED BY PAI OR ITS AUTHORIZED DEALERS REFLECTS THE ALLOCATION OF RISK ARISING FROM THE WARRANTY EXCLUSIONS AND THIS DISCLAIMER AND LIMITATION OF LIABILITY.

Please direct any inquiries to the following:

Contact Information:

Website: <https://www.pfu-us.ricoh.com/support/>

PAI's Technical Assistance Center ("TAC")

Phone: (800) 626-4686

TAC is available Monday-Friday (excluding PAI holidays) 5 a.m. to 5 p.m. PST.

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