



EPSON WARRANTY REPLACEMENT PROCEDURE

End users deal direct with an EPSON Authorised Service Centre
for warranty replacement or repair of product

EPSON Warranty Replacement procedure.

The procedure for warranty replacement product requires that an EPSON Authorised Service Centre deals with the Customer directly, servicing or replacing the product directly if required, at the discretion of EPSON or its Authorised Service Centre.

The EPSON Call Centre should be contacted on 0800 237766 for support, therefore in the event a customer contacts you, please instruct them to phone the Call Centre or alternately an EPSON Authorised Service Centre.

For further reference see the [EPSON WARRANTY REPLACEMENT Process](#)

Those products that fall outside of the 14-day period for DOA Replacement, which are not warranty-replaced products will be repaired as per the current procedure that applies to warranty repairs.

For further reference see the [EPSON WARRANTY REPLACEMENT sheet](#)

Warranty-replaced products that are replaced at EPSON's or its Authorised agents Discretion are:

- Products under \$400 RRP
- Entry Level Projectors
- Other products as approved by Epson NZ Ltd

EPSON

Warranty Replacement

APPLIES TO

Dead on Arrival, defined as products that have failed within a 14 day period from date of sale

OR

Products that are to be replaced under warranty at EPSON or EPSON'S Authorised Service Centre's discretion (see Below)

EPSON NZ Ltd, or its Authorised Service Agents, will deal directly with the Customer if product repair or replacement is required.

EPSON Authorised Service Centres will be responsible for analysis and initiation of the replacement process, therefore in the event of a customer contacting you, please instruct them to call the EPSON Help Desk on 0800 237766 for details of their nearest Authorised Service Centre

All products that have failed within 14 days of purchase are DOA and the above process applies. *With the exception of:*

Aculaser Printers (excluding C1100)

DFX products

Stylus Colour 3000

Warranty Repair

For warranty-replaced products, please apply the warranty replacement process above as such models are replaced during the warranty period at EPSON's or its Authorised Service Agents Discretion.

Current models that can be replaced under warranty at EPSON or EPSONs Authorised Service Agents Discretion are:

Products under \$400 RRP - Entry Level Projectors - Other products as approved by Epson NZ Ltd

For all other warranty repairs, contact your Local Epson **Accredited** Service Centre, they will repair the printer under warranty. A copy of your nearest Epson Accredited Service Centre is on the Epson Product Catalogue, Epson NZ Ltd Website or phone the EPSON help desk on 0800 23776 for details of your nearest Authorised Service Centres Address.

Non Warranty Repair

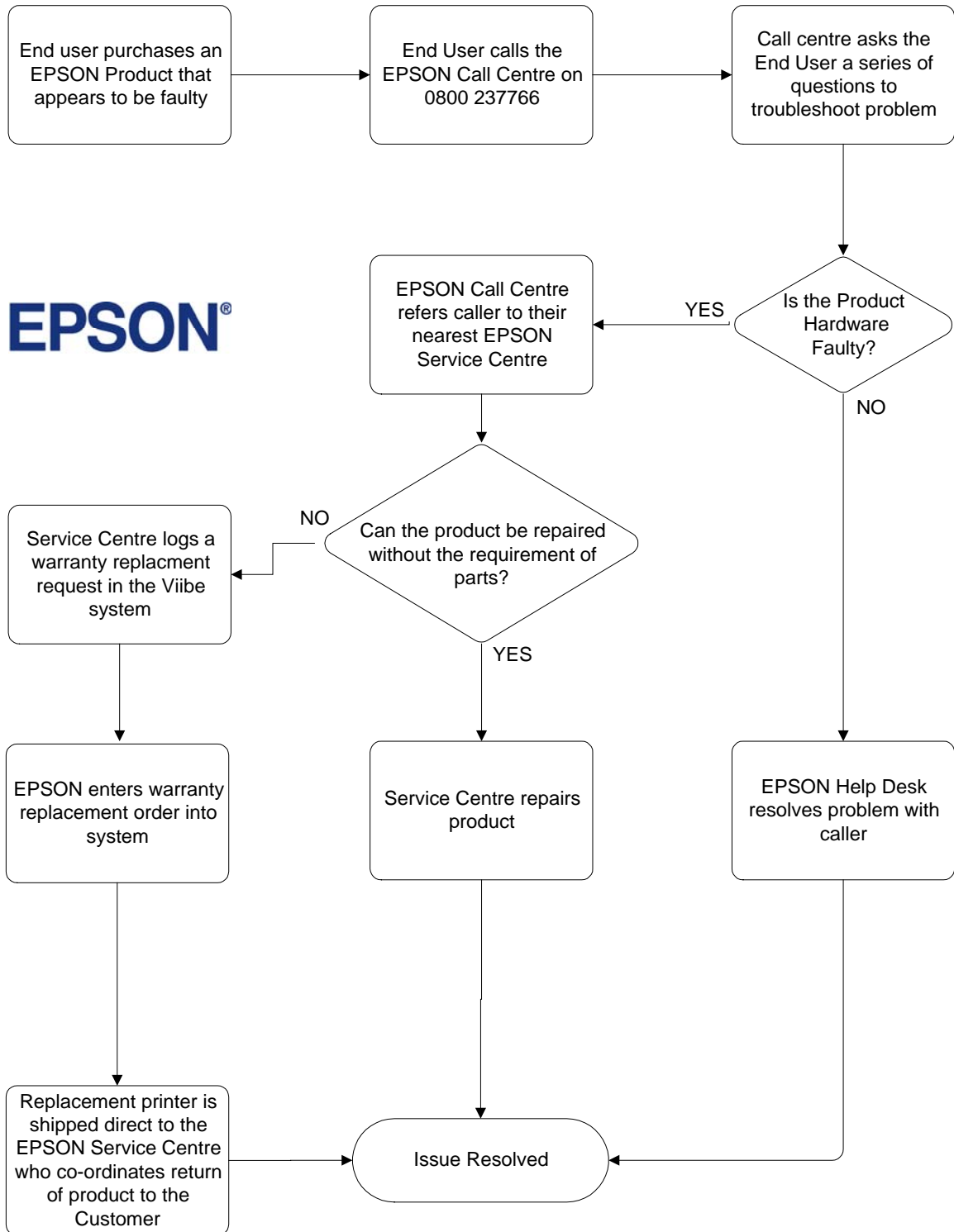
Contact your Local Epson **Accredited** Service Centre who will repair the printer for you.

Details of your nearest Epson Accredited Service Centre are in the Epson Product Catalogue, Epson NZ Ltd Website or phone the EPSON help desk for your nearest Service Centres details.

Website: www.epson.co.nz

Tech Support: 0800 237766

WARRANTY REPLACEMENT PROCESS



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