

The general rules and procedures concerning the guarantee are specified in the Complaints Procedure

A detailed complaints procedure concerning consumable supplies

In order to admit a claim concerning the supplies, the following procedures need to be completed:

- Fill in the complaint form available at: <https://www.telforceone.pl/en-gb/doc/complaints.html>, providing a detailed description of the defect and the type of the printer with which the material did or did not work.
- If the basis for complainant is the print quality, a printout showing the defects needs to be attached; otherwise, the claim shall be rejected.
- The product must be properly secured against transport damage. Should such damage arise due to improper packaging, the claim shall be rejected. If the toner or the ink cartridge is leaking, it must be properly secured for transport, so that the leaking substance does not soil other products.
- For transport, the ink cartridges should be packed in separate bags. Nozzles in the cartridges with print heads must be additionally secured with a clip or a separate packaging. The nozzles of the print head must not be sealed with adhesive tape as it causes permanent damage and thus voids the guarantee.
- Guarantee seals and all other labels on the product must remain legible and intact.
- The shipment costs of the damaged product are covered by the claimant.

The guarantee does not include the following:

- Mechanical, chemical, thermal or intentional damage of the supplies, including all defects resulting from them.
- Damage to the supplies due to improper security of packaging for transport (damage to the product, soiling the remaining products due to a leak/spill).
- Repair attempts taken by unauthorised entities or persons.
- Ink cartridges that show consumption of the colouring agent: black ink – above 80% of the content and colour ink – above 50% of the content.
- Cartridges for laser printers in which the toner consumption exceeded 80%.

Utilisation and maintenance of supplies:

- The ink cartridge with a print head, which is not in use for a long time, can dry out. In order to unblock the cartridge, the print head should be soaked in the print head cleaning fluid or in warm distilled water (1 hour). Afterwards, before installing it into the printer, the print head must be dried with a soft paper towel or a cotton cloth.
- Ink cartridges must be used at least once every two weeks; this prevents them from drying and prevents the printer head from getting dry and clogged.
- When installing the cartridges, the print head nozzles should be cleaned in order to remove the excess or some other kind of ink. Mixing the inks from different manufactures can lead to clogging of the print head nozzle. Such situations are not subject to the complaint.
- Mandatory calibration when using it for the first time – more details in the printer's manual.
- Before the first installation, remove any transport protections: foils, plastics, tapes, paper protecting the shafts, etc. Failure to perform this procedure may result in permanent damage of the printer or its supplies. This is not subject to the complaint.

- Do not expose the cartridges to direct sunlight or store them near heat sources. Do not open the cover protecting the photosensitive barrel and do not turn the barrel. This may cause mechanical damage which is not subject to the complaint.
- During operation, the user should pay attention to any foreign objects that may get into the printer (paper clips, staples, etc.). The printer or cartridge damaged in such a way shall not be subject to the complaint.
- Efficiency of the supplies is given in accordance with respective standards and does not have to reflect the actual consumption level. For example, the standard establishes the printout capacity at the level of 2000 pages, at 5% coverage. Higher coverage of printouts reduces respectively the printing capacity counted in pages.
- “Shaking procedure” in the case of low toner level. When the cartridge is almost entirely empty and the printouts show low level of the toner (pale print on one side of the printout), the user should take out the cartridge from the device and, holding it horizontally, vigorously shake it a few times. This applies to both monochrome and colour cartridges. Non-compliance to this procedure may result in rejection of the complaint if the cartridge print capacity is the basis for the complaint.