

# Xerox cartridges for non-Xerox printers

The Xerox promise of worry-free printing



## The Xerox Lifetime Guarantee for complete customer satisfaction.

Using Xerox Cartridges for non-Xerox printers is the guarantee of worry-free printing. However, if anything does go wrong then we will act swiftly to put it right.

### 1. Hotline services for customers

In each country of the European Union, customers are provided with a Xerox contact number they can use to direct their technical queries, questions about the warranty and complaints to a dedicated Xerox person.\*

### 2. Free replacement of defective cartridges

Xerox guarantees each laser toner cartridge to be free of defects for the life of the cartridge. In the unlikely event that a Xerox cartridge is found to be defective in material and/or workmanship, it will be replaced at no cost.\*\*

### 3. Complete reimbursement in case of printer damage

Xerox guarantees that a laser toner cartridge, under normal use, will not cause damage, abnormal wear, or deterioration to any printer for which the cartridge was intended.

In the unlikely event that a Xerox cartridge is proven responsible for the damage caused to a printer, Xerox will provide reimbursement for the directly related service cost.\*\*\*

\* Please, refer to the list of Xerox local phone numbers enclosed in this document

\*\* Assuming normal use and storage, a new cartridge will be provided at no cost.

\*\*\* Any claim that the use of Xerox laser toner cartridge or drum resulted in printer damage must be verified with satisfactory evidence that the cartridge or drum was directly responsible for any such damage or failure. Any such claim must include a written statement on the service company's letterhead and signed by an authorised representative of the service company. Upon satisfactory verification by Xerox, we provide reimbursement for the directly related service cost.

#### Hotline numbers

 FR: 0825 09 36 47	 GB: 0370 240 0135
 SE: 08 585 36 85 8	 ES: 912 70 25 54
 DE: 06950 070 890	 PT: 707 201 252
 AT: 017 956 7930	 FI: 0 972 519 592
 CH: 0448 009 535	 NO: 23 16 28 15
 NL: 0900-0400891	 DK: 70 222 349
 IE: 01 517 1513	 IT: 02 999 53454
 BE: 070-70 79 82	 LU: 34 2080 8598