

Ricoh Hong Kong Limited - Product Warranty for Carry-in Service

Terms & Conditions:

1. Except otherwise specified, the warranty is only valid for 12 months from the date of purchase of the machine(s) for manufacturing defects in materials and workmanship. The warranty period is extendable upon expiry subject to the Customer's request and payment of a fee chargeable by Ricoh.
2. For purchase made with Ricoh's authorized Resellers, the original "Invoice" for the purchase of the machine(s) MUST be produced for Ricoh's verification when repair or replacement service is requested.
3. This warranty is only applied to machine(s) purchased and located within the Hong Kong Special Administrative Region.
4. The Customer shall inform Ricoh for any change of address and telephone number when requesting for repair or replacement service.
5. Ricoh will service the following products on site or off-site (depending on the model purchased) upon the Customer's request during Ricoh's normal business hours.
 - a. Printer
 - b. Shredder
 - c. Any other products as determined by Ricoh from time to time.
6. For any emergency service to be requested outside Ricoh's normal business hours and installation service (depending on the model purchased), such service, if available, will be provided on charge-per-call basic to be quoted by Ricoh.
7. Ricoh will levy additional charge for service rendered in the outlying islands (save & except Hong Kong International airport & Tung Chung areas).
8. Ricoh agrees to keep the machine(s) save and in good and serviceable condition by repairing and/or replacing and/or cleaning except the following: -
 - a. Consumables such as ink cartridges, print head cartridges, toner cartridges, drum cartridges, motor;
 - b. Optional units and accessories such as power cable, external power adapters, interface cables, scanner cartridges, head drum. (Ricoh reserve the right to amend the list of consumables, optional units and accessories without prior notice);
 - c. Damage resulting from the use of non-genuine Ricoh consumables or refill substances, inappropriate voltage, the failure to follow operating instructions, accident or other events (such as riots, strikes, fire, flooding and other acts of God) beyond Ricoh's control;
 - d. Compact disc, manual and software installed in the Machine(s);
 - e. The damage is caused by the Customer's negligence and misuse of the machine(s) or incurred during relocation of the machine(s) not carried out by Ricoh;
 - f. The machine(s) is not supplied by Ricoh or its authorized resellers;
 - g. The serial number of the machine(s) has been altered, effaced or removed;
 - h. The warranty shall be automatically voided if the machine(s) or any part(s) thereof has been modified, tampered with, altered, converted or repaired in anyway by anybody other than Ricoh's authorized representatives.
9. Under normal circumstances and where necessary in the opinion of Ricoh, worn parts will be replaced free of charge on-site or off-site (depending on the model purchased). Ricoh may also replace the faulty machine(s) by an equivalent unit with compatible features and capabilities if it could not be repaired during the warranty period. All replaced components, parts or other units are the property of Ricoh.
10. Apart from Ricoh's obligation set out hereunder, under no circumstance is Ricoh liable for loss, loss of profits, goodwill or any type of special, indirect or consequential loss (including loss or damage suffered by the Customer as a result of third party's action) even if such loss is reasonable and/or foreseeable.
11. The Customer's right in this warranty is not transferable save with the consent of Ricoh.
12. In case of any dispute, Ricoh Hong Kong Limited decision is final. English version shall prevail.

Version updated: 30 Nov 2020

