

Ink & Toner Guarantee Form



Pink Office warrants that all our ink and toner cartridges sold are free of defects in design, assembly and also in workmanship during its useful life that is limited to a two year period from the date of purchase.

Pink Office will replace any defective ink or toner cartridge free of charge or provide credit/refund. It is also warranted that under normal use and storage conditions our products are guaranteed to perform as well or better than the OEM product, that they will not cause damage, abnormal wear or void the OEM warranty for the printer, facsimile machines or copiers concerned. This warranty does not cover damage to the product or a printer/copier caused by accident, abuse, excessive force, natural disaster, human error, unauthorised disassembly, repair or modification.

Should it be shown that a printer is damaged due to the use of a cartridge supplied by Pink Office, Pink Office will pay all remedial charges, including parts and labour charges, for the repair of parts or purchase of a replacement printer, with an invoice or receipt produced showing evidence of work undertaken, and subject to a proportionate discount being made to allow for age, and pre-damage condition of the machine.

Pink Office will commission an independent engineer to attend the printer concerned and pay all costs incurred by the engineer should it be the only reasonable solution to resolve the customer's problem with said printer. This warranty is dependant upon the customer providing Pink Office with satisfactory evidence that the printer or copier failure was due to the defect in the cartridge supplied by Pink Office, including a written statement and report provided by an authorised service company that no other non original manufacture authorised products have been used.