

## Limited Warranty for the Products

### WARRANTY TERMS

**Effective date: 01 April 2018**

This limited warranty (this “**Warranty**”) is provided to the end-user purchaser (“**you**”) of a Brother-branded multi-function center, facsimile machine, printer, typewriter & word processors, labelling systems, scanners, stamp creators, cutting machines or sewing machines (the “**Products**”) by:-

Brother International (Gulf) FZE (“**Brother**” or the “**Manufacturer**”)

Address: Round About 8, Warehouse EB1-4, Jebel Ali Free Zone, Dubai, U.A.E.

Telephone: +971 4 8835878

This warranty applies only to purchases made in United Arab Emirates on or after the effective date identified above and only covers genuine Brother-branded Products.

To the extent permitted by local law and subject to the terms of this Warranty, Brother guarantees that it will repair, replace, or refund, at Brother's option, where there is a fault with the product which is a consequence of the Manufacturer's defect in materials or workmanship, provided that, you, the end-user purchaser, provide Brother/the Authorized Service Provider with notice of a defect during the Warranty period in accordance with the warranty claim procedures indicated below.

The Warranty period indicated in the table below starts from the date you purchase the Product and ceases upon the expiration of the period. In addition, this Warranty only applies to the initial purchase by you and Brother’s obligations under this Warranty cease anytime when the Product is rented, sold or otherwise disposed of by you.

The following table indicates the Warranty Period and warranty type (“on-site” or “return-to-base”) of each category of the Products.

Category	Warranty Period	Warranty Service Type
<b>[Color laser/LED machines]</b>	<b>Warranty Period</b>	<b>Service Type</b>
<b>[Printers]</b>		
HL-3xxxx (example HL-3040CN)	12 months	On site
HL-4xxxx, HL-L8xxxx	12 months	On site
<b>[Multi Function Centers]</b>		
DCP-9xxxx	12 months	On site
MFC-9xxxx, MFC-L8xxxx	12 months	On site

<b>[Mono laser/LED machines]</b>	<b>Warranty Period</b>	<b>Service Type</b>
<b>[Printers]</b>		
HL-1xxxx (example HL-1110, HL-1210W)	12 months	Return-to-base
HL-2xxxx , HL-5xxxx	12 months	Return-to-base
HL-6xxxx, HL-7050N	12 months	On site
HL-L2xxxx	12 months	Return-to-base
<b>[Multi Function Centers]</b>		
DCP-1xxxx, DCP-7xxxx	12 months	Return-to-base
DCP-8xxxx	12 months	On site
MFC-1xxxx, MFC-7xxxx, MFC-L2xxxx	12 months	Return-to-base
MFC-8xxxx	12 months	On site

<b>[Inkjet machines]</b>	<b>Warranty Period</b>	<b>Service Type</b>
DCP-1xxxx (example DCP-135C)	12 months	Return-to-base
DCP-3xxxx, DCP-5xxxx, DCP-Jxxxx	12 months	Return-to-base
DCP-6690CW	12 months	On site
DCP-Txxxx, MFC-Txxxx	12 months or 30,000 pages	Return-to-base
MFC-2xxxx, MFC-3360C, MFC-4xxxx, MFC-5xxxx, MFC-7xxxx, MFC-885CW, MFC-990CW	12 months	Return-to-base
MFC-6xxxx	12 months	On site
MFC-J2xxxx, MFC-J4xxxx, MFC-J615W , MFC- J625DW	12 months	Return-to-base
MFC-J2320 , MFC-J2720, MFC-J3520 , MFC-J3720	12 months	On site
MFC-J5910DW, MFC-J6510DW , MFC-J6710DW , MFC-J6910DW	12 months	On site
MFC-J825DW	12 months	Return-to-base

<b>[Typewriter]</b>	<b>Warranty Period</b>	<b>Service Type</b>
GX-6xxx (example GX-6750)	12 months	Return-to-base
GX-8xxx	12 months	Return-to-base

<b>[Fax machines]</b>	<b>Warranty Period</b>	<b>Service Type</b>
<b>[Thermal]</b>		
FAX-1xxxx (example FAX-1020E)	12 months	Return-to-base
FAX-2xxxx, FAX-3xxxx, FAX-8xxxx	12 months	Return-to-base
<b>[Laser]</b>		
FAX-2xxxx (example FAX-2820)	12 months	Return-to-base

<b>[Home sewing machines]</b>	<b>Warranty Period</b>	<b>Service Type</b>
2340CV, xxxxD,	12 months	Return-to-base
AS-xxxx, BC-xxxx, BM-xxxx, CS-xxxx, GS-xxxx, JS-xxxx, LS-xxxx, PS-xx, XL-xxxx, XT-xx,	12 months	Return-to-base
NX-xxx, Nv-xx, NV-xxx, DS-xxx, FS-xxx, PQ-xxxx	12 months	Return-to-base
SG-xxxx, QC-xxxx, NV-x, NV-xxxx, V-x, XV	12 months	Return-to-base
PR-1xxxx, PR-6xxxx	12 months	On site

<b>[Cutting machines]</b>	<b>Warranty Period</b>	<b>Service Type</b>
CM-110, CM-550DX	12 months	Return-to-base

<b>[Musical instrument]</b>	<b>Warranty Period</b>	<b>Service Type</b>
Primotone	12 months	Return-to-base

<b>[Scanning machines]</b>	<b>Warranty Period</b>	<b>Service Type</b>
ADS-1xxxx (example ADS-1100W)	12 months	Return-to-base
ADS-2xxxx	12 months	Return-to-base
DS-6xxxx, DS-7xxxx, PDS-5xxxx, PDS-6xxxx	12 months	Return-to-base

<b>[Mobile printing machines]</b>	<b>Warranty Period</b>	<b>Service Type</b>
PJ-5xx (example PJ-562)	12 months	Return-to-base
PJ-6xx	12 months	Return-to-base
RJ-4xxx	12 months	Return-to-base

<b>[Labeling machines]</b>	<b>Warranty Period</b>	<b>Service Type</b>
PT-10xxxx (example PT-1090)	12 months	Return-to-base
PT-12xxxx, PT-20xxx, PT-24xxx, PT-27xxx	12 months	Return-to-base
PT-18xxxx, PT-21xxx, PT-80, 90	12 months	Return-to-base
PT-7600, PT-9xxxx	12 months	Return-to-base
PT-Dxxxx, PT-Exxxx, PT-Hxxxx	12 months	Return-to-base
QL-1xxxx, QL-6xxxx, QL-7xxxx	12 months	Return-to-base
QL-570, QL-580N	12 months	Return-to-base
TD-4xxxx	12 months	Return-to-base
PT-Pxxxx	12 months	Return-to-base

<b>[Stamp Creator]</b>	<b>Warranty Period</b>	<b>Service Type</b>
SC-2000, SC-2000USB	12 months	Return-to-base

\* Onsite warranty service is only available in certain geographic areas. Please refer to “Types of Warranty Services” below.

## **WARRANTY CLAIM PROCEDURES**

To make a claim under this Warranty you will need to:

1. Register your products with Brother within 2 weeks of the date of purchase through our website at <http://www.brother.ae/>;
2. For UAE countries: Contact our Brother Call Centre [800 Brother (800-2768437)] to have your warranty request recorded, assessed and distributed to an Authorized Service Provider. For non UAE countries: Contact the Brother's authorized service provider to register your warranty claim and provide sufficient details to enable the Authorized Service provider to assess the claim.
3. Submit proof of purchase (e.g., original invoice or purchase receipt) with your claim.
4. Follow the instructions for your Warranty service type (see below).

## **TYPES OF WARRANTY SERVICES**

The types of warranty support service that may be applicable to the Products you have purchased are described below.

### **Return-to-base Warranty services**

“Return-to-base” warranty services mean repairing service for your products by the Authorized Service Provider's technicians. Where the Warranty service type is “Return-to-base”, you will be responsible for transporting the product for service to and from the Authorized Service Provider's service center.

You will need to include your proof of purchase with the warranted product. Damage caused during transportation by failing to package the product correctly will not be covered by this Warranty.

### **Onsite Warranty services**

“On-site” warranty services means repairing services for your products performed by the Authorized Service Provider's technicians at the customer's designed place (but limited to areas designated by Brother or the Authorized Service Provider). Contact the Authorized Service Provider to find out if you are within an area where the on-site Warranty service is available.

If you are outside a service area and if we agree to provide on-site warranty service, you will be responsible for travel charges for the service. Alternatively, you may elect to apply the Return-to-base terms.

## **WARRANTY EXCLUSIONS AND LIMITATIONS**

This Warranty does not apply to maintenance kits (periodic or otherwise), accessories and consumable items and does not extend to any Product from which the serial number has been removed. In addition, this Warranty does not cover the followings:

- normal wear and tear;
- any damages and failures arising from any abuse and/or negligence of any end-users or third parties, howsoever defined;
- any damages and failures arising from the use of any third party consumables, accessories and spare parts;
- any damages and failures arising from the use of the product contrary to its manuals and/or users guides;
- any damages and failures arising from the services (including but not limited to any modification, disassembling or repair) in relation to the products given by any service providers or personnel not authorized by Brother;
- any damages and failures arising from or due to external effects such as power supply (incl. fluctuations) and phone line;
- any malfunction, defects, or damage arising from shipping or storage of products;
- falsification of serial number of devices, serial number of warranty certificate or the date;
- the dropping of any object, fluid inside the product or its mechanical parts;
- setup of product in a location exposed to direct sunlight, blocked ventilation slots, unstable surface, power extension cords or adaptors, insufficient space, extreme temperatures;
- any products that are not properly installed, maintained, stored or used;
- any external covers, platen glass, trays, batteries, toners, drums, separation pads, OPC belts and all consumables of print volume related parts, sewing needle, needle threader, inner hook/bobbin case, rotary/shuttle hooks, light bulbs, cutting blades/knives, loopers and needle plates; and
- any damages and failures due to virus, infection, worm, or similar malicious code not introduced by Brother.

BROTHER MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL AND, TO THE EXTENT PERMITTED BY LAW, BROTHER EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS WARRANTY. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON IMPLIED WARRANTY OR THE EXCLUSION OR LIMITATION OF PARTICULAR TYPES OF DAMAGE, INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS, DISCLAIMERS OR LIMITATIONS OF THIS WARRANTY MAY NOT APPLY TO YOU.

TO THE EXTENT THAT THE ABOVE WARRANTY SERVICES AND TERMS OR ANY PART THEREOF IS INCONSISTENT WITH LOCAL LAW, THE WARRANTY SERVICES AND TERMS OR THE CORRESPONDING PART SHALL BE DEEMED MODIFIED TO BE CONSISTENT WITH SUCH LOCAL LAW. EXCEPT TO THE EXTENT LAWFULLY PERMITTED, THIS WARRANTY DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE

IN ADDITION TO THE MANDATORY STATUTORY CONSUMER RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

### **REPLACEMENT/REFUND**

To the extent permitted by local law, Products presented for repair may be replaced by refurbished products of the same type, rather than being repaired. Refurbished parts may be used to repair the products. To the extent permitted by local law, replacement of the product or a part does not extend or restart the Warranty period.

If a product presented for repair is capable of retaining user-generated data, you are advised that repair of the product may result in loss of the data.

All component parts or hardware products removed under this Warranty become the property of Brother unless otherwise stipulated by applicable local law.

In the unlikely event that your Product has recurring failures or Brother determines it is unable to repair or replace the Product, Brother, at its option, may elect to give you a refund or credit of your purchase price instead of a replacement. To the extent permitted by local law, this is your exclusive remedy for defective products.

Some states or countries do not allow the above exclusion or limitation, so this exclusion and limitation may be limited in its application to you.

### **REIMBURSEMENTS**

Brother or its authorized service providers, to the extent permitted by local law, may seek reimbursement from you of any reasonable costs incurred by them if the products are found to be in good working order, the problem is not a consequence of a defect or manufacturing fault or where any of the warranty exclusions and limitations apply. Reasonable costs may include transportation costs and parts and labor costs.