



LIMITED WARRANTY

PRO-DTG Direct-to-Garment Printer

This Limited Warranty applies to the Prolificgeeks DTG Printer Manufactured By Prolificgeeks. Please read this warranty in its entirety.

This warranty takes effect on the day of the product is delivered to the consumer. Damage that occurs in Transit is not covered under this warranty, and it is up to the customer to file damage claims with the carrier. Subject to the conditions and limitations set forth below, the product is warrant defects in workmanship and materials for the length of the warranty period.

Warranty coverage provides for the replacement or repair of parts found by Prolificgeeks to be defective during the term of the warranty and subject to conditions set forth in “Warranty”. Prolificgeeks may, at its discretion, choose to repair, rather than replace, defective parts covered under this warranty. Prolificgeeks reserves the right of final decision as to the applicability of warranty provisions.

Limitations of Warranty

1. This warranty applies only to the original equipment purchaser, and is not transferable. If you are not the original owner, you may be able to purchase warranty coverage. For details, see Warranty Protection for Subsequent. Pro DTG Owners elsewhere in this document.
2. This warranty is valid for twelve (12) consecutive months.
3. The customer must have paid Prolificgeeks in full for the printer and/or component.
4. The customer must be current with any and all other payments due to Prolificgeeks.
5. This warranty does not include installation of the printer or any component.
6. This warranty does not apply to defects resulting from the Buyer’s improper installation, maintenance, or use.
7. This warranty will become void if the ink is Purchased from any other vendor which is not suggested by Prolificgeeks.

8. Any modification of equipment not authorized by Prolificgeeks in writing, or any misuse or operation outside of the manufacturer's intended conditions of use for the product, shall terminate the warranty.
9. Warranty work approved by Prolificgeeks will be performed at one of Prolificgeeks manufacturing locations, or at any other location designated by Prolificgeeks. Warranty work will not be done at the customer's premises.
10. Equipment returned for warranty work must be shipped to Prolificgeeks in the original product packaging. Failure to do so will void the warranty.
11. The customer must pay for all shipping, both from the customer location to Prolificgeeks and from Prolificgeeks to the customer.
12. Repairs by non-Prolificgeeks technicians—or by technicians not currently certified and authorized by Prolificgeeks—will void all or part of this warranty should Prolificgeeks subsequently identify damage caused by improper repair procedures and/or by non-Prolificgeeks, certified parts.
13. Electronic equipment and electric parts that fail due to voltage fluctuations are not covered.
14. Replacement electrical or electronic parts provided by Prolificgeeks under terms of this warranty must be installed by a Prolificgeeks technician—or a technician currently certified and authorized by Prolificgeeks—to be covered for the remainder of this warranty.
15. Third-party or “aftermarket” parts or products installed in—or attached to—Prolificgeeks equipment without Prolificgeeks authorization and/or by non-Prolificgeeks technicians—or by technicians not currently certified and authorized by Prolificgeeks—will void all or part of this warranty should Prolificgeeks subsequently identify damage caused by those parts or products or by their incorrect installation.
16. Consumables, including ink, parts that fail due to normal wear-and-tear, and expendable parts such as printheads, printhead components, backup batteries, motor brushes, filters, fuses, bulbs, and glass, are excluded.
17. Parts that fail due to misuse, or from the owner's failure to provide required maintenance, are excluded from this warranty.
18. This warranty excludes training in Pro-DTG printer operation and/or any aspect of computer operation, including— but not limited to—training in the use of hardware and software.

Returns

1. Returns for parts accepted only on unused, unopened items.
2. Returns for print modules and base units not accepted unless Prolificgeeks is unable to restore the unit to working order as prescribed under the terms of this warranty.
3. Prior to returning any item, the customer must secure written authorization or a Return Goods Authorization (RGA) number from the Prolificgeeks Parts Department.
4. Special order items, specialized equipment, and electrical and electronic components are not returnable.
5. Return shipping for RGA parts is to be borne by the customer. C.O.D. shipments will not be accepted.
6. Shipping charges associated with Prolificgeeks's part(s) replacement shipment to the customer/distributor are not refundable.
7. Unless otherwise directed in writing by Prolificgeeks's, all parts suspected to be faulty must be returned to Pro-DTG in order within 30 days in order to receive credit. Prolificgeeks reserves the right to final judgment as to the status and condition of any returned part.

Restocking Fee: A 20% restocking fee will be applied to any returns not covered by the Limited Warranty.

Authorized returns must be sent to the address designated on your Return Goods Authorization (RGA)

Limitation of Remedies and Liability: The remedies provided herein are the Buyer's sole and exclusive remedies. Under no circumstances shall Prolificgeeks be liable for direct, indirect, special, incidental, or consequential damages (including, but not limited to, loss of profits), whether based on contract, tort or any other legal theory.

This warranty is exclusive, and supersedes any other warranty, whether written or oral, expressed or implied. No warranties of merchantability or fitness for a particular purpose are made or are to be implied from the information herein. In the event of dispute, the English version of the limited warranty will prevail.

Warranty Protection for Subsequent ProDTG Owners

Prolificgeeks may, at its discretion, offer warranty protection to those who did not purchase the ProDTG new from Prolificgeeks, or an authorized Prolificgeeks dealer.

In order to be considered for warranty protection, the customer must agree to have the condition of the ProDTG printer inspected and certified by Prolificgeeks at his/her expense. The current 6000 Rs. cost of inspection is subject to change without notice.

The customer is responsible for all freight charges, both to and from Prolificgeeks, and must send the Pro-DTG printer to Prolificgeeks in its original packaging.

Upon completion of the inspection, Prolificgeeks will:

1. Bill the customer for the cost of inspection.
2. Provide a price quote for the cost of repairs, if necessary, required to qualify the Pro-DTG for warranty protection.
3. Provide a price quote for the cost of warranty protection*, subject to the completion of required repair work.

* If, in the opinion of Prolificgeeks the machine is damaged beyond the ability of Prolificgeeks to return it to Prolificgeeks factory standards, Prolificgeeks will refuse to warranty the machine.

If the customer decides against having Prolificgeeks perform the required repair work, Prolificgeeks will, upon customer payment of the inspection fee, return the machine to the customer at the customer's expense.

If the customer agrees to the repair work required for warranty protection, Prolificgeeks will perform that work. Upon completion, and subsequent to customer payment for inspection and repair, Prolificgeeks will offer coverage consistent with the warranty that is being offered by Prolificgeeks at that time, and return the machine to the customer at the customer's expense.