



COMPLAINT

The consumable has damaged printer or caused dirt

In situation where it is suspected that the used consumable has damaged or caused dirt the printer, you should:

1. Take photos of damage the printer.
2. Take photos of used consumable that damaged the printer. The picture must have a bar code and label with the model's serial number.
3. Make a test print, indicating the level of ink or toner (if your device/printer has this function).
4. The above documents (photos, test print) and proof of purchase of the consumable and the printer model should be sent to the e-mail address: serwis@officesupport.pl
5. If, as a result of analysis of documents sent, the service determines that the consumable is the cause of damage the printer, we will start the warranty repair process.
6. Warranty repairs are carried out through the Office Support website. To do this, send the printer with its full service documentation to: *Serwis Office Support, ul. Zwycięstwa 8a, Tapkowice 42-624.*
7. Office Support is not responsible for mechanical damage to the printer caused by user or external factors. In all other cases, Office Support undertakes to repair or clean the printer at its own expense.
8. If the complaint is not submitted by e-mail, before sending the defective consumable and printer, it may be difficult or prevent the consideration of complaints process, and the package can be sent back at the sender's expense.

**COMPLAINTS MUST BE PROVIDED IMMEDIATELY AFTER ANY PROBLEM,
OTHERWISE, COMPLAINTS WILL NOT BE CONSIDERED**

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