

How to register your warranty

Brother UK Ltd


Go to the Brother Website at www.brother.co.uk

Select the option “Register your product”

The screenshot displays the Brother website homepage with the following elements:

- Navigation Bar:** Shop by product, Shop by market, Supplies & Accessories, Service & Support, Where to buy, About Us.
- Left Sidebar:**
 - Browse our Products:** Printers, All in One Printers, Fax Machines, P-Touch Labelling Machines, QL Label Printers, Sewing & Embroidery, Typewriters, Latest Promotions.
 - Specific model number?:** Enter model number here, View button.
 - Last viewed product:** No products viewed.
 - Register your product:** Registering your product will ensure we can give you prompt and efficient support service. Register your product button.
- Main Content Area:**
 - Hero Section:** "What do you want your Brother to do?" featuring images of printers and a "JUST PRINT" button.
 - Feature Tabs:** PRINT, SCAN, COPY & FAX, PRINT, SCAN, & COPY, JUST PRINT, JUST FAX, JUST LABELS.
 - Warranty Promotion:** "FREE 3 YEAR WARRANTY" with the tagline "We don't want you to get your hands dirty" and a "LEARN MORE" button.
 - Product Features:** SPEED, A3, CASH BACK, WARRANTY buttons.
 - Color Promotion:** "Colours make the difference" with a "Professional Business Colours" logo.
- Right Sidebar:**
 - Your Customer Services:** Live help, FAQs, Ask a question.
 - Speak to someone online:** At your side for customer and product support. more button.
 - Recycling Service:** "Use our FREE recycling service and do your bit for the environment" with buttons for Laser Recycling, Inkjet Recycling, and Battery Recycling.

Choose from Personal & Home Customer Registration or Business Customer Registration and then click on the relevant “Registration” link



HOME » SERVICE AND SUPPORT » REGISTER YOUR PRODUCT

Faster service when you register

Product Registration

To register your products with us you will first need to create an account. This should only take a couple of minutes and once done will allow you to log into your account at a later point.

[Personal & Home Customers Registration](#)

[Business Customer Registration](#)

If you already have an account simply click on 'My Account' button.

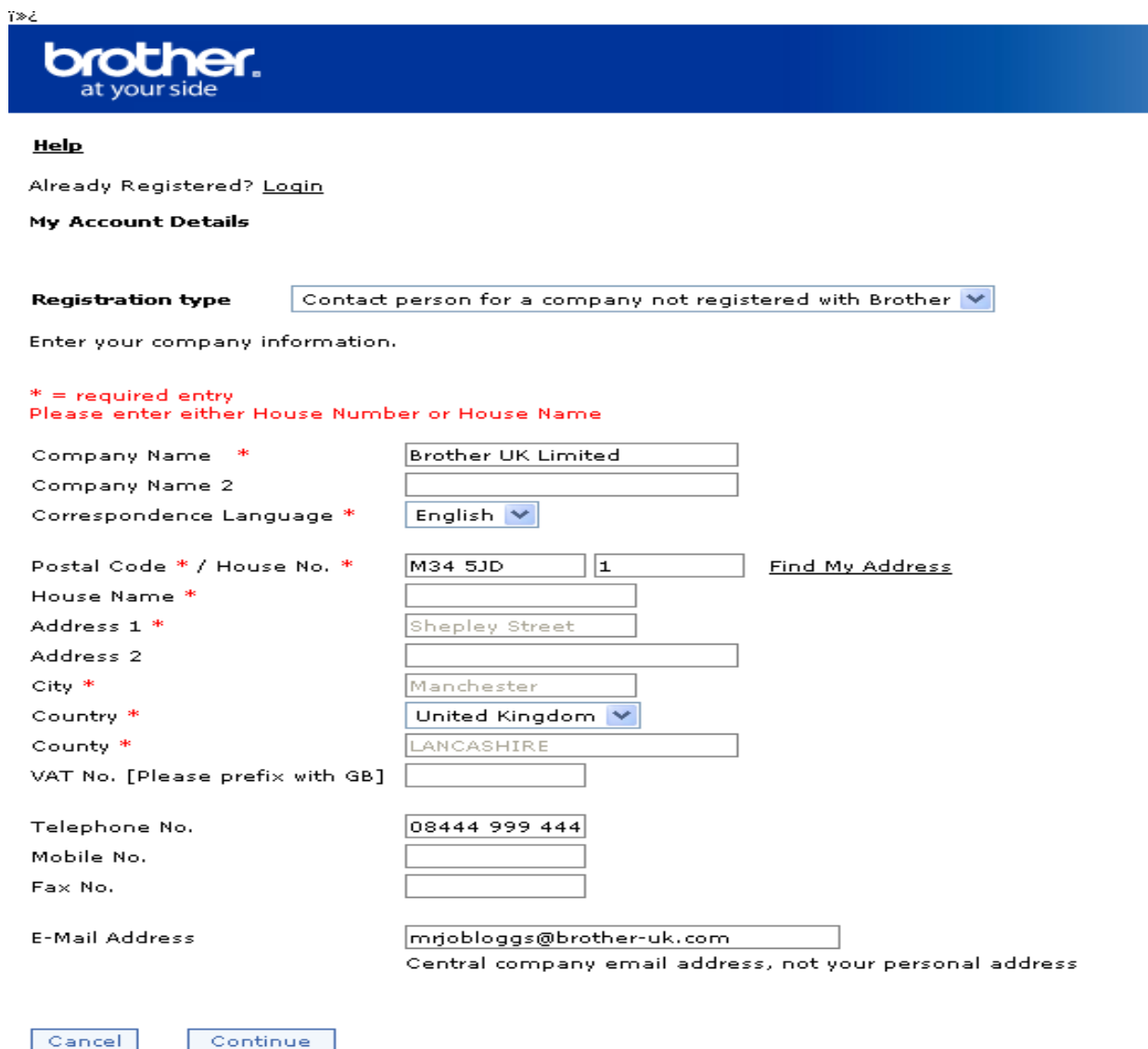
[My Account](#)

Have you noted your promotion code?

If you are just registering your product, please click the relevant Register button above. If you wish to take advantage of one of our promotional offers you will first need to take note of the relevant promotion code as this will be required as part of the registration process.

Input your name and address details in all mandatory fields marked with a * - if any of these areas are not relevant then please input a * instead e.g. house number/name.

The “**Find My Address**” link can be used once the Postcode and House Number/Name fields are populated. Then select “Continue”



The screenshot shows a registration form for Brother. At the top is the Brother logo with the tagline "at your side". Below the logo is a "Help" link. A question "Already Registered?" is followed by a "Login" link. The section "My Account Details" contains a "Registration type" dropdown menu set to "Contact person for a company not registered with Brother". Below this is the instruction "Enter your company information." and a red note: "* = required entry Please enter either House Number or House Name". The form fields are: Company Name (Brother UK Limited), Company Name 2 (empty), Correspondence Language (English), Postal Code (M34 5JD) and House No. (1) with a "Find My Address" link, House Name (empty), Address 1 (Shepley Street), Address 2 (empty), City (Manchester), Country (United Kingdom), County (LANCASHIRE), VAT No. (empty), Telephone No. (08444 999 444), Mobile No. (empty), Fax No. (empty), and E-Mail Address (mrjobloggs@brother-uk.com). A note below the email field states "Central company email address, not your personal address". At the bottom are "Cancel" and "Continue" buttons.

brother.
at your side

Help

Already Registered? [Login](#)

My Account Details

Registration type Contact person for a company not registered with Brother ▼

Enter your company information.

* = required entry
Please enter either House Number or House Name

Company Name * Brother UK Limited

Company Name 2

Correspondence Language * English ▼

Postal Code * / House No. * M34 5JD 1 [Find My Address](#)

House Name *

Address 1 * Shepley Street

Address 2

City * Manchester

Country * United Kingdom ▼

County * LANCASHIRE

VAT No. [Please prefix with GB]

Telephone No. 08444 999 444


Mobile No.

Fax No.

E-Mail Address mrjobloggs@brother-uk.com
Central company email address, not your personal address

[Cancel](#) [Continue](#)

Next for 'Business Customers' complete the Contact Person's personal details ensuring all mandatory fields marked with a * are updated. A memorable word should be inserted as a Password and carefully noted for future reference. You can opt in or out of future contact/updates from Brother by either placing a tick or not against this option. Then select Submit.

Brother Europe

Help

Already Registered? [Login](#)

My Account Details

Registration type

Enter your personal information and your login information.

Company Information

* = required entry

Title *	<input type="text" value="Mr."/>
First Name *	<input type="text" value="Jo"/>
Last Name *	<input type="text" value="Bloggs"/>
Correspondence Language *	<input type="text" value="English"/>
Telephone No.	<input type="text" value="0161 123 4567"/>
Mobile No.	<input type="text"/>
Fax No.	<input type="text"/>
E-Mail Address *	<input type="text" value="mjbloggs@brother-uk.com"/>
NOTE: Your email address will be your User ID	
Password *	<input type="password" value="••••••"/>
Confirm Password *	<input type="password" value="••••••"/>

In order to support your product during the warranty period, your information will be held by Brother. We would like to keep you updated with product, software, drivers and service changes, so that you can continue to get the best out of your Brother product. This may necessitate the use of approved agents. It is Brother's policy not to provide this information to other parties unless they are directly involved in the provision of service to our customers. If you wish to be kept updated, please tick here:

Yes, I agree that Brother may contact me in the future

You have now created your Brother account. You can proceed to register and view any products you have or may purchase in the future. To register a machine select the “**Register a Product**” option.

The screenshot shows the Brother website's Product Registration page. At the top left is the Brother logo with the tagline "at your side". At the top right, there is a language selection dropdown menu set to "Brother Europe". Below the header is a navigation bar with links for "Log Off", "My Account", "Solution Search", "Request", "Contact Us", and "Welcome Joe Bloggs". The main content area has a blue header for "Product Registration" and a sub-header stating "Here you can register a product or display your registered products." On the left side, there is a sidebar menu with the following items: "Help", "My Registered Products", "My Company's Registered Products", "Search Registered Products", "Register a Product(s)", and "Product Registration via Upload File".

brother.
at your side

Brother Europe

Log Off My Account Solution Search Request Contact Us Welcome Joe Bloggs

Product Registration

Here you can register a product or display your registered products.

Help

My Registered Products

My Company's Registered Products

Search Registered Products

Register a Product(s)

Product Registration via Upload File

Next select **Product Registration/Promotional Claims**



[Log Off](#) [My Account](#) [Solution Search](#) [Request](#) [Contact Us](#)

Product Registration

[Help](#)

[My Registered Products](#)

[My Company's Registered Products](#)

[Search Registered Products](#)

[Register a Product\(s\)](#)

[Product Registration via Upload File](#)

Please select an option:

- : [Product Registration/Promotional Claims](#)
- : [Register your Product and an Extended Warranty](#)

Please enter the serial(s) to be registered; you may register up to a maximum of

Serial Number

The Serial Number will be in the following format:
D52776 - **D1H100164**

Only the **Last 9 Digits** are required
[Where do I find the serial number?](#)

Using the calendar icon input the date of purchase in the format DD/MM/YYYY. The supplier can also be inserted here although this is not a mandatory field. Then select Continue again.


brother.
at your side

Brother Europe

Log Off My Account Solution Search Request Contact Us Welcome Jo Bloggs

Product Registration

If applicable please select the product 'Model' code. Then enter the date and location (name of retail outlet) of purchase.

Serial Number	Model	Purchase Date	Supplier
C9N140410	HL3040CN	* 01/04/2010  (DD/MM/YYYY)	Office

[Back](#) [Continue](#) * = required entry

Help

My Registered Products

My Company's Registered Products

Search Registered Products

Register a Product(s)

Product Registration via Upload File

Should any **PROMOTIONAL OFFER** be applicable then the relevant code should be entered at this point for e.g. additional extended warranty upgrade / cash back offers etc. The promotional code will activate your claim. If you fail to enter the promo code your claim will not be registered and you will not be able to claim later. Next there is a **Terms and Conditions** link that you should read before placing a tick in the acceptance box. Then select **“Submit registration”**.

The screenshot shows the Brother Product Registration web application. At the top left is the Brother logo with the tagline "at your side". At the top right, there is a dropdown menu for "Brother Europe" and a play button icon. Below the header is a navigation bar with links: "Log Off", "My Account", "Solution Search", "Request", "Contact Us", and "Welcome Joe Bloggs". The main content area is titled "Product Registration". It contains a paragraph of instructions: "If the information is accurate, choose 'Submit Registration'. To make changes, choose 'Back'. Remember to confirm that you have read the 'Terms and Conditions' by ticking the box at the bottom of the page." Below this is a table with the following data:

Serial Number	Model	Promotion Code (if applicable)	Purchase Date	Supplier
C9N140410	HL3040CN	CWARRANTY	01/04/2010	

Below the table, there is a checked checkbox followed by the text "IMPORTANT!". Underneath, it says "I have read and accepted Brothers terms and conditions of Warranty (Please check box to continue)." At the bottom of the form, there are two buttons: "Back" and "Submit registration". On the left side of the page, there is a sidebar with navigation links: "Help", "My Registered Products", "My Company's Registered Products", "Search Registered Products", "Register a Product(s)", and "Product Registration via Upload File".

Registration of the machine is now complete together with any promotional claim being made

The screenshot shows the Brother product registration confirmation page. At the top left is the Brother logo with the tagline 'at your side'. At the top right, there is a dropdown menu for 'Brother Europe'. Below the header is a navigation bar with links: 'Log Off', 'My Account', 'Solution Search', 'Request', 'Contact Us', and 'Welcome Jo Bloggs'. The main content area is titled 'Product Registration' and contains the following text: 'Confirmation of Product Registration', 'The following items have been successfully registered. Please select 'Done' to exit or 'Print' to print a copy of the registration details for your records.', and a table with one row of registration data. Below the table, it states 'Warranty upgrade successfully applied.' and provides 'Done' and 'Print' buttons. On the left side, there is a sidebar with navigation links: 'Help', 'My Registered Products', 'My Company's Registered Products', 'Search Registered Products', 'Register a Product(s)', and 'Product Registration via Upload File'.

brother.
at your side

Brother Europe

Log Off My Account Solution Search Request Contact Us Welcome Jo Bloggs

Product Registration

Confirmation of Product Registration

The following items have been successfully registered. Please select 'Done' to exit or 'Print' to print a copy of the registration details for your records.

Serial Number	Model	Purchase Date	Supplier	Warranty Type
C9N140410	HL3040CN	01/04/2010	Office	Promotion warranty conditional 3 years

Warranty upgrade successfully applied.

Done Print

Help

My Registered Products

My Company's Registered Products

Search Registered Products

Register a Product(s)

Product Registration via Upload File