

3 Year warranty

Dear customer

You have made an excellent choice with the purchase of your Brother device. Brother UK will ensure that you are best-placed to enjoy worry-free operation of devices purchased in the UK during the guarantee period. You will be entitled to claim under the present guarantee if the device stops working (subject to proper use of the device) during the guarantee period due to material or manufacturing defects. Brother can at their discretion resolve any claims under the guarantee either by free of charge repair or replacement of the device or components thereof (excluding parts subject to wear and consumables).

Important notes for claiming under the guarantee

1. Registration

Please register on the Brother UK website at www.brother.co.uk immediately after purchasing your device. We will need the following information in order to be able to react quickly to any problems:

- Type of device purchased (model)
- Serial number of your device
- Full name
- Date of purchase
- Email address or telephone number

2. Reporting a fault

Faults or other problems should be reported by calling the **Brother Helpline on 0333 777 4444**. This is available from **Monday to Friday from 0900 hours to 1730 hours**.

3. The guarantee does not cover loss of functionality due to:

- Force majeure – including but not limited to power surges in electrical supply, air conditioning, humidity control and other environmental controls.
- Improper use, or usage in excess of that recommended in product literature.
- Use of unsuitable consumables or accessories
- Modification of the original structure of the device or by incorporating third party or accessory parts not approved by the manufacturer
- Incorrect installation and set-up
- External effects of any nature (such as transport damage, damage due to collision or impact)
- If repairs have been carried out by third parties not authorised by Brother.

If loss of functionality is proven to be caused by improper usage Brother reserve the right to charge for repairs and/or hold lien on any goods until such charges plus standard vat are remitted.

4. Costs

In the case of a valid claim under the guarantee during the guarantee period the purchaser will not incur any costs for implementation of the guarantee (according to Brother's choice: specialist repair or exchange of the device or parts) with the exception of costs of dispatch of the device to Brother. Brother will cover the costs of the repair and replacement parts for the purpose of restoration to working order. Brother will not accept liability for any costs incurred to re-procure details or data that have been lost in connection with the event giving rise to the claim under guarantee nor will it be liable for any parts, materials or other products used in conjunction with the Brother product but not of Brother manufacture, in such circumstances redress must be sought from the relevant manufacturer.

5. Conditions of implementation of the guarantee

A condition of the guarantee is that all prescribed care and maintenance operations have been carried out at a workshop recognised by the manufacturer and that all instructions of the manufacturer contained in the operating manual for the device (including maintenance intervals) have been observed. Failing this, claims under the guarantee may not be valid. The liability of Brother shall not exceed the price of the product and Brother shall not be liable for any loss of profit or consequential damage or any other claim for compensation except in the case of death or personal injury caused by supplier negligence.

6. Processing of claims

A claim under the guarantee can only be made after registration at <https://atyourside.brother.co.uk/sign-in> (see point 1). The guarantee provider responsible for examination and processing is Brother UK Limited (see point 2).

7. Transferability of the guarantee

(Subject to proper registration, see point 1 here). In the event of sale of the device the recipient will assume the legal position of the seller (first purchaser) within the scope of this guarantee, provided that during the guarantee period a notice of sale (with the registration data according to point 1) can be provided to Brother UK Limited when requested. The remaining guarantee rights will transfer to the purchaser.

8. Non-limitation of statutory rights

The Brother 3 year guarantee does not affect statutory rights relating to product liability.

9. Exclusion of further claims

Except where the products are sold to a person acting in the capacity of a consumer (as defined in the Unfair Contract Terms Act 1977) all warranties, conditions and other terms implied by statute or common law are excluded to the fullest extent permitted by law. Further rights of the purchaser going beyond the implementation of the guarantee expressly mentioned here are excluded.

10. Jurisdiction

This Guarantee is governed by the laws of England and Wales and the jurisdiction of the English Courts. Subject to amendments and errors. As at 310316 Products applicable to warranty

The warranty applies to all Brother mobile and labelling print products.
PJ series, MW series, RJ series, TD series, PT series, QL series, VC series