

At your side

Your 12 month

Brother on-site

conditional warranty



**DON'T  
FORGET  
TO REGISTER  
YOUR PRODUCT**

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## Welcome to Brother

Thanks for choosing to purchase a support pack. We've done our very best to make sure your Brother product never lets you down - years of research and development, hours of rigorous testing. However from time to time things can go wrong, so we feel it's equally important to make sure expert help is at hand, so you'll find:

- Technical assistance is available **24/7** at **[www.brother.co.uk](http://www.brother.co.uk)**
- Take advantage of our comprehensive FAQ system
- Email us your question for a prompt and effective solution
- Call our Contact Centre on **+44 (0) 333 777 4444**
- All our operators are highly skilled and know all there is to know when it comes to our products
- All repairs are carried out by qualified Brother Technicians

In order to take advantage of these terms your product must be registered within 30 days of purchase.

## About Brother

Brother UK is a member of the Brother Group with headquarters in Nagoya, Japan. Brother has been in business for over one hundred years globally and has been serving customers in Europe for over fifty years, we know a thing or two about keeping customers satisfied.

Brother UK, markets a versatile product portfolio including printers, all-in-ones, fax machines, electronic labelling machines and other related equipment. Products are available through a wide range of retailers, internet sites and resellers.

We cater for customers of all sizes, from a home office to multi-national Corporation. We're passionate about what we do and how we do it, our number one interest is to keep you satisfied so that you stay with us for many years to come.

Brother UK is very proud to have achieved the quality standard BS EN ISO 9001 and ISO14001, an environmental Management Accreditation; (visit [www.brother.co.uk/green](http://www.brother.co.uk/green) for further information). We're also the only print manufacturer to be awarded 100% ethical rating by the Ethical Company Organisation, so you can be assured that you are dealing with a company that can be relied upon to do the right thing and act responsibly.

Naturally the whole Brother Group ensures that during the design of our technologies and products, we are committed to developing and implementing environmental controls. Emission levels are minimised and recyclable materials utilised whenever possible.

## Products

Brother make a wide range of products that cater for any business and home environment. We are a major supplier in the UK and produce one of the widest ranges of print devices of any single manufacturer.

## Printers

The models range from standalone fax machines to mono and colour flatbed all-in-one printers. If you need faxing, printing, copying, scanning or document handling capabilities, then we are sure to have a product that is right for you.

## P-Touch

Brother UK are market leaders in electronic labelling machines, and have an extensive range of patented label tapes which offer superb durability. Waterproof, scratchproof and heat resistant labels can all be easily made, from a selection of hand held, desktop and PC compatible labelling machines. Brother also offers a great range of address labels too, perfect for home, office and logistical environments. When it comes to identification Brother P-touch electronic labels are the perfect solution.

## Brother warranty

Brother UK Ltd ensures that each product is produced to the highest standards and fully inspected prior to dispatch. In addition to your statutory rights, this 12 month on-site conditional warranty provides additional peace of mind to you in the event of any problems. The terms and conditions of this warranty are detailed in this booklet.

Brother UK Ltd have in some instances allowed your reseller to provide supplier warranty on our behalf. In this case, the terms and conditions of this warranty document are superseded by the reseller's warranty terms and conditions.

Brother products, when properly used, will render excellent service. Therefore, users should read the User Guide and any other literature supplied with the product carefully as misuse or failure to follow the instructions will render this warranty void.

This warranty is not transferable and excludes routine maintenance, consumables, and parts subject to normal wear and tear, service maintenance kits and damage caused by misuse or negligence. Any work arising from these instances will be chargeable.

## Note:

Nothing in this document excludes or restricts our liability for death or personal injury arising due to our negligence.



Remember Brother Original Supplies offer high print quality, guaranteed product protection and performance.

*The above does not affect your statutory rights*



## Support pack terms and conditions

This is a 12 months conditional on-site warranty. Once activated your product will be covered for 12 months from the original date of purchase. In order to take advantage of this warranty your product must be registered using our website, **www.brother.co.uk**, within 30 days of purchase.

Should you require assistance during the warranty period then we recommend taking the following steps:-

## User manual

All Brother products are supplied with a user manual. Should you encounter problems please consult the troubleshooting section within this manual.

## Website technical support

Technical support for Brother products is available on the Brother website **www.brother.co.uk** and includes the following:

- Initial product set-up / User manuals
- Product Overviews
- Product Specifications
- Product Consumables
- Product Software Drivers
- Product Frequently Asked Questions and troubleshooting

## Assistance

If you are still unable to resolve your technical issue then please contact us ensuring that you have the model number, serial number, date of purchase and contact details:

**E-Mail - [support@uk.brother.eu](mailto:support@uk.brother.eu)**

**Telephone - +44 (0) 333 777 4444**

# Brother UK Ltd

## 12 month on-site conditional terms and conditions

In these conditions, unless the context requires otherwise: “Supplier” means Brother UK Ltd. “Buyer” means the company, firm, body or person purchasing the product; “Product” means the goods sold to the Buyer under the contracts; “Writing” includes facsimile and e-mail.

### 1. Services to be provided

This contract provides the following:

- 1.1 Technical help and support by telephone between the hours of 8.45am and 5.30pm Monday to Friday exclusive of observed holidays (normal working hours).  
The Supplier shall have no obligation to provide any services to the Buyer outside normal working hours.
- 1.2 Repair or replacement of faulty products (as deemed appropriate by the Supplier) at the Buyer’s premises, during normal working hours, and all costs associated with travel to and from the Buyer’s premises, provided they are on mainland UK. Additional costs for travel outside mainland UK will be the responsibility of the Buyer.



Remember Brother Original Supplies offer high print quality, guaranteed product protection and performance. They are manufactured to high standards of some of the world’s most rigorous regulations and tested, in laboratory conditions.

## 2. Limitations

This warranty covers the Product and any installed accessories only and all equipment must have been installed in accordance with the installation instructions provided. The warranty DOES NOT COVER consumable or service items including the following:

- Toners, Ink Cartridges, Ribbons, Tapes or any other consumable items
- Memory card or any other accessory items which are not permanently installed in the product
- Service maintenance kits

These items are covered under their own right by warranty against manufacturing defect in materials or workmanship, for 12 months, or the appropriate life cycle of the consumable, whichever is the soonest. The warranty will be invalidated if any of the terms and conditions of the warranty are not adhered to including installation of the product incorrectly or in an unsuitable position, or if the user does not provide proper or adequate maintenance. Please read the documentation that came with your product for full detail of these conditions.

This warranty does not cover any damage to third party items.

## 3. Charges

- 3.1 If the Services are unreasonably requested, whether during the Warranty Period or otherwise for any defect in or malfunction of the product due to causes not covered by these Warranties, the Buyer shall be liable to pay the Supplier's standard charges from time to time in force for such Services.
- 3.2 All charges and other sums payable by the Buyer under the Contract are exclusive of any applicable value added tax, which shall be additionally payable by the Buyer together with the charge or sum in question.



*Please be advised that Brother UK Ltd can attribute some faults to the use of non-Brother original consumables; this 12 month on-site conditional warranty could be rescinded for any fault that can be directly associated with damage caused by using consumables other than Brother Original Consumables. You will be advised if this is the case and charges may apply.*

## 4. Warranties and liabilities

- 4.1 Subject to the provisions set out in the warranty document, the Supplier assures that during the warranty period, the Product will perform substantially in accordance with the written specification and any Services will be performed with reasonable care and skill by qualified personnel.
- 4.2.1 The Supplier shall be under no liability in respect of any defect in the Product arising from any drawing, design or specification supplied by the Buyer.
- 4.2.2 The Supplier shall be under no liability in respect of any defect arising from fair wear and tear, willful damage, negligence, abnormal working conditions, or failure to follow the Supplier's instructions (whether oral or in writing) including but without limitation:
- (a) Damage or sub-optimal performance attributed to the using of consumables other than Brother Original Consumables
  - (b) electrical work external to the Product
  - (c) transportation or relocation of the Product not authorised in writing by the Supplier
  - (d) any error or omission relating to the operation of the Product made by a third party without the written consent of the Supplier
  - (e) the subjection of the Product by the Customer to unusual physical or electrical stress or any failure or fluctuation of electrical power, air conditioning, humidity control or other environmental controls or;
  - (f) any other cause which is not due to the neglect or default of the Supplier, its employees, agents or subcontractors.
  - (g) the subjection of the Product by the Customer to duty cycles in excess of those quoted for the product

## 4. Warranties and liabilities

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- 4.3 The Supplier shall be under no liability under this Warranty (or any other warranty, condition or guarantee) if the total price for the Product has not been paid by the due date for payment.
- 4.4 The above warranty does not extend to parts, materials or equipment not manufactured by the Supplier, in respect of which the Buyer shall only be entitled to the benefit (if any) of any such warranty or guarantee as is given by the manufacturer to the Supplier.
- 4.5 Except where the Products are sold to a person dealing as a consumer (within the meaning of the Unfair Contract Terms Act 1977) all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law.
- 4.6 Where the Products are sold under a consumer transaction (as defined Transactions (Restrictions on Statements) Order 1976) the statutory rights of the Buyer are not affected by these provisions.
- 4.7 The liability of the Supplier shall not exceed the price of the Product and/or Services, except in the case of death or personal injury caused by the Supplier's negligence. The Supplier shall not be liable for any loss of profit or consequential damage or any other claim for compensation.
- 4.8 Without prejudice to the foregoing, the Supplier shall not be liable for any loss of data or information stored in the Product whether such loss is caused by a defect or malfunction of the Product or otherwise.

## 5. Indemnity

The Buyer shall indemnify and keep the Supplier indemnified against all loss, damage, costs and expenses awarded or incurred by the Supplier in connection with any breach by the Buyer of these provisions, the Contract and/or the Conditions.

## 6. Buyer's obligations

- 6.1 The Buyer shall:
- 6.1.1 at all times keep the Product in the environmental conditions recommended by the Supplier;
  - 6.1.2 use the Product only in accordance with the Supplier's instructions as to the use and operation of the Product as may be set out in the Supplier's manual.
  - 6.1.3 cooperate with Brother in attempting to resolve the problem over the telephone. This may involve performing routine diagnostic procedures, installing additional software updates or patches, removing third-party options, and/or substituting options.
  - 6.1.4 not allow any person other than the Supplier's representative and subcontractor to adjust or repair any part of the Product;
  - 6.1.5 ensure that the product is registered with Brother, via the Brother UK website **[www.brother.co.uk](http://www.brother.co.uk)**
- 6.2 The Buyer shall ensure that the Supplier's representative or subcontractor have full and free access to the Product and to any records of its use kept by the Buyer to enable the Supplier to perform its duties.
- 6.3 The Buyer shall provide the Supplier with such information concerning the Product, its application, use, location and environment as the Supplier may reasonably request to enable it to carry out its duties.
- 6.4 The Buyer shall take all such steps as may be necessary to ensure the safety of any of the Supplier's representatives who visit any premises of the Buyer.
- 6.5 The Buyer shall provide at all times routine day-to-day maintenance and care of the Product in accordance with the instructions set out in the Manual and other documentation relevant to the Product.

## 7. Spare parts and replacements

- 7.1 When required the Supplier shall use all reasonable endeavours to supply spare parts and replacement components required to repair the Product. The Buyer acknowledges that spare parts replaced under this provision may be new or refurbished items equivalent in performance;
- 7.2 All spare parts and replacement components supplied by the Supplier shall become part of the Product and any parts and components removed from it shall become the Supplier's property.

## 8. Force majeure

The Supplier shall not be liable to the Buyer or be deemed to be in breach of the Contract by reason of any delay in performing or any failure to perform any of the Supplier's obligations in relation to the Product and/ or Services if the delay or failure was due directly or indirectly to any cause beyond the Supplier's reasonable control, including but without limitation act of God, explosion, flood, fire or accident, war or threat of war, prohibitions of any kind on the part of any governmental, parliamentary or local authority, embargoes, strikes, lockouts and difficulties in obtaining raw materials, labour, fuel, parts or machinery.

## 9. General

- 9.1 The Supplier may assign, subcontract or otherwise transfer or purport to assign, subcontract or transfer its rights and obligations.
- 9.2 The Product is to be located in a safe area and the Buyer shall comply with all statutory safety regulations.
- 9.3 The provisions set out in the Warranties together with the Conditions in force from time to time and the Contract represent the entire understanding and agreement between the two parties in connection with the Services and/or the Product and no variations of such agreement shall be binding unless agreed in writing between authorized representatives of the Supplier and the Buyer.

## 10. Notices

- 10.1 Any notices or other communication to be given under these conditions must be in writing and may be delivered personally or sent by post, facsimile or electronically.
- 10.2 Any notice or document shall be deemed to have been served immediately if delivered personally or within 48 hours if sent by post, by facsimile or by e-mail.

## 11. Invalidity

The invalidity, illegality or unenforceability of any provision of these conditions shall not affect the other conditions.

## 12. Law and jurisdiction

English law shall govern the Contract and the parties must submit to the exclusive jurisdiction of the English Courts.



Remember Brother Original Supplies offer high print quality, guaranteed product protection and performance.

*The above does not affect your statutory rights*

# Brother UK important

## contact details

### Consumables and supplies

Brother consumables have been designed to achieve optimum performance and prolong the life of your machine.

Contact your supplier or for mail order service

Telephone +44 (0) 333 777 4444

For further information recommending the use of Brother Original consumables, visit

[www.brother.co.uk/](http://www.brother.co.uk/)



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To return your used consumables to our award winning recycling plant in Wales, UK, visit

**[www.brother.co.uk/recycling](http://www.brother.co.uk/recycling)**

for a free post return label.

## Websites

Visit our website at: **[www.brother.co.uk](http://www.brother.co.uk)**

Visit our Global site at **[www.brother.com](http://www.brother.com)**

## Postal address

**Brother UK Ltd  
Shepley Street, Guide Bridge  
Audenshaw, Manchester  
M34 5JD**

## E-Mail

**[support@uk.brother.eu](mailto:support@uk.brother.eu)**

## Telephone

All-in-ones, fax, printer and labelling Helpline

**+44 (0) 333 777 4444**

## Brother UK Ltd

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Manchester, M34 5JD.

**Tel: +44 (0) 333 777 4444**

**Fax: +44 (0) 161 931 2218**

**[www.brother.co.uk](http://www.brother.co.uk)**

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registered trademarks or trademarks of their respective companies.