



environmental, sustainable, responsible

Quality Guarantee

esr is an extensive range of premium, remanufactured toner cartridges, offering high-quality consistent performance and significant cost savings compared to the manufacturer's original product. We work to recognised international quality and environmental standards, delivering a product which not only saves money but has been produced with sustainability at its core. All cartridges come with a lifetime no quibble guarantee.

This guarantee is valid providing that the cartridge has been used in accordance with the printer manufacturer's instructions and that the machine has been properly maintained. Under no circumstances does the use of an **esr** cartridge invalidate the printer guarantee.

We will either replace or refund the purchase price of any cartridge found to be defective. Should it be proven that a defective product has caused damage to a printer we will reimburse the cost of repair (but not consequential loss how so ever arising) providing always that:

- We receive a detailed description of the fault or damage and are provided with the cartridge batch number,
- The printer provider or recognised service company provides us with written confirmation that any printer damage was caused exclusively by the cartridge,
- The customer obtains and provides us with an estimate for cost of repair within 7 days of the fault,
- We reserve the right to use an independent engineer/maintenance company to assess the printer
- We will not be liable for any costs incurred due to a fault caused by a non **esr** cartridge.

If any of these conditions are not adhered to this warranty is invalidated. Liability under this guarantee is limited to replacement or refunding the cost of the cartridge, or to reimbursement for the cost of printer repair.

This warranty is exclusive and in lieu of all other warranties, express or implied, including warranties of merchantability and fitness for a particular purpose.

