

2 Year Warranty

This product is covered by a 2-year limited warranty guarantee. The physical hardware of the product and the printed articles are both covered separately by this warranty. The product delivered (“item(s)”) is covered by these warranty terms, in addition to your Statutory Rights.

Karas UK (‘we’, ‘us’) warrants that products ordered from us are free of physical defects for a period of two (2) years, and free of print defects at the time of printing.

This warranty :-

- a) Begins on the date of receipt of the item(s)
- b) Lasts for two (2) years
- c) Is in addition to, and does not affect or replace, your Statutory Rights
- d) Covers :-
 - a. Any physical defects to the item(s) that arise within the warranty period
 - b. Print errors that are identified within 14 days from the beginning of the warranty period
- e) Offers as resolutions for physical defects :-
 - a. A full refund of the purchase price within 30 days of the beginning of the warranty period
 - b. A repair of the item(s) at no additional cost, using either new or refurbished parts
 - c. A replacement of the item(s) with a new or refurbished product of the same (or better) specifications, at no additional cost
- f) Offers as resolutions for print errors :-
 - a. A replacement of the print item(s) at no additional cost
- g) Does not cover :-
 - a. Accidental or cosmetic damage
 - b. Damage caused under normal use through wear and tear
 - c. Damage caused by misuse or mistreatment
 - d. Samples or loaned items
- h) Outlines all possible remedies that are available for items covered by the warranty. Resolutions will be offered at the discretion of us only
- i) Covers any repaired or replaced articles until the original end of the warranty period, or 90 days, whichever ends latest
- j) Is transferrable to other parties only with the written consent of us

If a defect arises with the item(s) during the warranty period, contact us via email or telephone. You will need to provide

- a) Your contact name and address
- b) Your order details in the form of either :-
 - i. The order receipt
 - ii. The order confirmation email
 - iii. The shipping note or invoice, or
 - iv. The order number

We will respond with details on how to return your item(s) and which resolutions are available to you. If you have any questions regarding the Warranty, other terms, or in general, please contact us.

This warranty is applicable only to orders purchased and used in the United Kingdom.

