

Terms and Conditions of Warranty for MFP

We guarantee the provision of warranty for the Sharp product within the warranty period from the date of purchase from Sharp-Roxy Sales & Service Company (M) Sdn. Bhd. (SRSSC) or our Authorized Dealers.

The terms and conditions of warranty when requested.

1. The certified warranty card must be presented when claim is made.
2. The warranty is valid in Malaysia only.
3. The warranty is irreplaceable in the event of loss.
4. The warranty is only applicable for parts only.

Detail of Product Warranty

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|--------------------------|-----------------------|--------------------------------|-------------------------|
| • Segment 1 (16- 20 cpm) | 1 year or 60k copies | • Segment 4 (45- 69 cpm) | 1 year or 480k copies |
| • Segment 2 (21- 30 cpm) | 1 year or 160k copies | • Segment 5 (70- 90 cpm) | 1 year or 600k copies |
| • Segment 3 (31- 44 cpm) | 1 year or 250k copies | • Segment 6 (91 cpm and above) | 1 year or 1,000k copies |
- This warranty covers the machine either repair or replace at our option free of charge, any part of the machine covered by this warranty that is defective in material under normal use for a period of 1 year from the date of purchase or within the mileage as stated above, whichever occurs first.
 - This warranty does not include all consumables such as drum, developer, toner, LSU unit, heater roller, oil roller, lamp, cleaner blade, maintenance kits, stapler unit, cosmetic parts & etc.
 - This warranty does not apply to the exterior parts such as cassette, machine cover, etc.

The above Warranty is void in the following cases:

- If the machine had been “repaired” by any unauthorized person and in a manner that affect their reliability of performance.
- If the machine had been subject to misuse, abuse or negligence.
- If the Serial Number had been altered or removed.
- If the machine had been damaged by accident force, fire, lightning, and other acts of natural disasters that is beyond our control (act of god).
- If the machine does not use ORIGINAL SHARP supplies or accessories that is imported by SRSSC and purchased through either SRSSC or its authorized dealers.
- If the machine had been removed from its original installation address without prior notification to SRSSC or its Authorized Dealers, we shall not be unreasonably withheld.

Finality on Warranty Claims

- SRSSC reserves the right of final decision on all warranty claims
- If there is any discrepancy between the English and Bahasa Malaysia content of the certificate, then the English content shall prevail and be made the absolute final and conclusive reference.
- Anything not explicitly included, is implicitly excluded.

Laws Applicable

This terms and conditions shall be governed by the laws of Malaysia. No waiver, alteration, modification or addition to the foregoing terms and conditions shall be valid unless made after the date hereof in writing and signed by a duly authorized representative of SRSSC.

SHARP-ROXY SALES & SERVICE COMPANY (M) SDN BHD (8394-W)

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MELAKA: Tel: 06-283 6540

JOHOR BAHRU: Tel: 07-353 6066

KUANTAN: Tel: 09-566 1431

KUCHING: Tel: 082 450 281

KOTA KINABALU: Tel: 088-211 616