

MP-A40 / MP-B30 / MP-B20 Warranty and Extended Warranty

AssurePrint Repair / AssurePrint 24 Next Day Warranty Replacement Service

The Standard Warranty

The Standard Warranty on the MP-A40, MP-B30, and MP-B20 is one year. The Standard Warranty warrants to the first end user customer of the Seiko Instruments printer covered by this limited warranty statement that the product, conforms to the manufacturer's specifications and will be free from defects in workmanship and materials for a period of one year from the date of original purchase. Seiko Instruments warrants that the Seiko Instruments product is manufactured from new components and parts or like-new components and parts which perform like new and meet the Seiko Instruments standard of quality.

How Service is Provided: Customer requiring repair under warranty can contact Seiko Instruments at printersupport@seikoinstruments.com for a Return Material Authorization (RMA). The RMA will include instructions for returning the printer for service. Customer is responsible for shipping to service center. Printer will be returned by Ground Service at Seiko Instruments expense. Service centers are available on the East and West Coast of the US and in Montreal, Quebec in Canada. The printer should be securely packaged in its original container or an equivalent, along with proof of original purchase, to Seiko Instruments. Seiko Instruments will, at its option, repair or replace on an exchange basis the defective unit, without charge for parts or labor. Turn around time 3 business days plus shipping time.

AssurePrint Repair

AssurePrint Repair provides an extended warranty in terms of one year, three years and five years. The Three Year and Five Year Extended Warranties must be purchased at time of printer order or until 30 days after purchase. The One Year Warranty extension must be ordered before the initial One year warranty expires. One Year Warranty extension can be renewed up to three times, each renewal must be within current warranty period. While the Standard Warranty covers defects from workmanship and materials The AssurePrint Extended Warranties are comprehensive and cover the entire printer from normal wear and tear and accidental damage. Pricing for these extended warranties can be obtained from your Seiko Instruments reseller.

How Service is Provided: Should your Seiko Instruments printer require service during the warranty period can contact Seiko Instruments at printersupport@seikoinstruments.com for a Return Material Authorization (RMA). The RMA will include instructions for returning the printer for service. Customer is responsible for shipping to service center. Printer will be returned by Ground Service at Seiko Instruments expense. Service centers are available on the East and West Coast of the US and in Montreal, Quebec in Canada. The printer should be securely packaged in its original container or an equivalent, along with proof of original purchase. Seiko Instruments will, at its option, repair or replace on an exchange basis the defective unit, without charge for parts or labor. When warranty service involves the exchange of the product or of a part, the item replaced becomes Seiko Instruments Property. Turn around time 3 business days plus shipping time.

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AssurePrint 24 Next Day Warranty Replacement

AssurePrint 24 Next Day Warranty Replacement Service provides next day replacement for damaged printers. This service can be provided during the standard warranty period and extended warranty in terms of three years and five years. The Three Year and Five Year Extended Warranties must be purchased at time of printer order or until 30 days after purchase. While the Standard Warranty covers defects from workmanship and materials The AssurePrint Extended Warranties are comprehensive and cover the entire printer from normal wear and tear and accidental damage. Pricing for this service as part of the Standard Warranty and extended warranties can be obtained from your Seiko Instruments reseller.

How Service is Provided: Contact Seiko Instruments by 2:00 PM Pacific Standard Time, Monday through Friday, to request a replacement printer. Calls received after 2:00 PM Pacific Standard Time will be processed the next business day. Replacement units will be shipped overnight express mail. When you receive the replacement printer, return the original defective printer securely packaged in its original container or an equivalent, using the enclosed shipping label. Seiko Instruments is not liable for overnight replacement shipments, made by third party carriers, that fail to arrive the next day.

Accessory Warranty: All accessories, for example batteries, chargers, cables, cases are only covered for one year. There are no extended warranties for accessories.

What is Not Covered By The Standard Warranty

This warranty covers only normal use of the printer. This warranty does not cover any third party parts, components or peripheral devices added to the Seiko Instruments product after its shipment from Seiko Instruments. Seiko Instruments is not responsible for warranty service should the Seiko Instruments label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse or abuse (for example, dropping the product), improper installation, neglect, improper shipping, damage caused by disasters such as fire or flood, improper electrical current, software problems, interaction with non-Seiko Instruments products, or service other than by a Seiko Instruments Authorized representative. Postage, insurance, or shipping costs incurred in presenting your Seiko Instruments product for warranty service are your responsibility. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.