

Print Rite Manufacturing Defective Replacement Policy

as of July 30, 2009

Print Rite guarantee its products to be free of defects

Print Rite will be replacing any manufacturing defects within product warranty period

Print Rite product warranty period varies from 12 to 24 months from the date of ex-factory for different products

1. Warranty period: 12-24 month from the date of EX- Factory

Please refer to below table for details

Print-Rite Product Warranty Period Table

Category	Product Types	Warranty Period
Laser Cartridges	All Types	18 months
Inkjets	All Types	24 months
Copier Kit	All Types	18 months
Ribbon	Corrector film ribbon	12 months
	Ribbon with sponge ink-tank (or roller).	
	Ribbon with sponge gear or silica gel gear, but without sponge ink-tank (or roller).	18 months
	Other kinds of ribbons not included above.	24 months
	TTR, Lift-off tape, spool ribbon, refill ribbon	

2. Print Rite will need following information for any quality claim

- Print Rite Product Code or Dynamic(TW) Product Code must be provided
- Print Rite Product Batch No must be provided
- Quantity of defective cartridges must be provided
- Information such as printer/copier model may be required by Print Rite for identifying the problem
- For batch claim, Print Rite may require following information in relation to the defective product:
 - 1) Photos
 - 2) Printouts
 - 3) Printer model and set up for what printing quality?
 - 4) Others

3. For the defective product (regardless of the defective rates), Dynamic(TW) may be required to provide defective samples for verification, analyzing and quality improvement purpose. Therefore Dynamic(TW) are required to keep all defectives in its premises until agreement have been reached by Dynamic(TW) and Print Rite.