

A. DCP / MFC

The warranty period for this equipment will be __36 months __Carry-in Service/ __Onsite Service, OR 5 years warranty, first __36 months Standard Onsite (parts & labour) & subsequent __24 months limited Carry-in (parts only) from the date of registered purchase. The following items of this equipment are not covered by this or any other warranty. (a) All panels (b) batteries (c) power cable (d) consumable items (toner/ink cartridge, drum unit) (e) power supply unit (f) All trays (paper, document, MP) (g) printhead (h) periodical parts (i) OPC Belt (j) belt unit (k) waste toner box (l) ink absorber box

B. HL

The warranty period for this equipment will be __36 months __Onsite Service, OR 5 years Carry-in warranty, first __36 months Standard (parts & labour) & subsequent __24 months limited (parts only) from the date of registered purchase. The following items of this equipment are not covered by this or any other warranty. (a) All panels (b) batteries (c) power cable (d) consumable items (toner cartridge, drum unit) (e) power supply unit (f) All trays (paper, MP) (g) periodical parts (h) OPC Belt (i) belt unit (j) waste toner box

C. FAX

The warranty period for this equipment will be __24/ __36 months __Carry-in Service/ __On-site Service, OR 5 years warranty, first __36 months Standard Onsite (parts & labour) & subsequent __24 months limited Carry-in (parts only) from the date of registered purchase. The following items of this equipment are not covered by this or any other warranty. (a) All panels (b) batteries (c) power cable (d) consumable items (paper, ribbon & ink cartridge, toner cartridge, drum unit) (e) power supply unit (f) rubber parts (ADF) (g) cutter (h) All trays (paper, document, MP) (i) printhead (j) ink absorber box

D. LABELLING MACHINE / POCKET JET PRINTER

The warranty period for this equipment will be __12 months from the date of registered purchase. The following items of this equipment are not covered by this or any other warranty. (a) plastic front panel (b) batteries or adaptor (c) tape cutter (d) consumable items and accessories (tape cartridge, paper roll, paper roll holder).

E. HOME SEWING MACHINE

The warranty period for this equipment will be __12/ __24/ __36 months __Carry-in Service/ __Onsite Service OR first __12/ __24 __36 months Onsite Service & subsequent __12/ __24/ __36 months Carry-in Service from the date of registered purchase. The following items of this equipment are not covered by this or any other warranty. (a) plastic front panel (b) light bulb (c) foot controller (d) consumable items and accessories.

F. TYPEWRITER

The warranty period for this equipment will be __12 months from the date of registered purchase. The following items of this equipment are not covered by this or any other warranty. (a) plastic front panel (b) power cable (c) covers (d) consumable items and accessories (correction/ribbon tape, ink cartridge and daisy wheel) (e) head holder assy.

Note:

1. The warranty does not apply to equipment that are hired or rented by the purchaser.
2. All BROTHER equipment have to use genuine BROTHER consumable and accessories otherwise this warranty may be null and void.
3. Products under Category D and F are all carry-in.
4. Exchange policy (when applicable with 7 days of purchase and agreed by Brother

International Singapore) only machine with full accessories, Styrofoam & box will be eligible for exchange. Machines without the above mentioned will not be entertained for an exchange.

1. To avoid warranty being invalid, the purchaser is to complete fully the warranty card and post it to “Brother International Singapore Pte Ltd” within 14 days from the date of purchase.
2. This Warranty does not cover the damage arising from accident, misuse tampering, Acts of God, corrosion, rusting or stains, insects inside machine, installation to wrong power voltage supply or subjection abnormal voltage supply, usage not in accordance to instruction for operations, normal wear and tear of parts, software and machine installation, demonstration or training, panels, body or paintwork of equipment, cabinets, external parts, unauthorized alteration or repairs done by unauthorized person without the knowledge or approval from BIS.
3. This warranty does not cover servicing of equipment outside Singapore mainland (e.g. vessels, offshore island), transportation, handling delivery, service charges for checking improper Operation / installation of equipment (e.g. ribbon installation), routine maintenance servicing/cleaning (e.g. cleaning of scanner), faulty display set or demo set or equipment loan for commercial purposes.
4. This warranty is valid only in respect of Brother Products purchased in the Republic of Singapore.
5. In the event that the purchaser does not wish to service or repair the equipment after the warranty period has expired or when the equipment is not covered under warranty due to the warranty terms and conditions, a service fee will be charged at a rate determined by BIS.
6. BIS will not hold responsibility for any equipment / PC failures / damages / conflicts caused directly / indirectly before / during / after the installing of hardware (e.g. printer/fax) or software (eg. printer/fax driver), or any other equipment connected indirectly/ directly to Brother Products.
7. Brother software shall be used on your own responsibility. BIS will not be liable for any indirect, special, incidental or consequential damages or loss (including damages for loss of business loss of profits, or likewise), whether based on breach of contract, tort (including negligence), product liability or otherwise, even if BIS or its representatives have been advised of the possibility of such damages.
8. You may install and use one copy of the software on the computer to which the hardware is attached. The software may not be installed, accessed, displayed, run, shared or used concurrently on or from different computers, including workstation, terminal, or other electronic device.
9. BIS will not hold responsibility for any product that is lost or damaged within its premises in the event carry-in customer delaying in their collection informing them.
10. Job Sheet must be presented upon collection of serviced equipment as a form of ownership identification, otherwise BIS reserves the right to demand any other forms of identification (e.g. Identity Card or passport)
11. Customers have to call Brother Service Centre to check the status of serviced equipment, if they do not receive any phone calls from the Service Centre within 3 working days from the date of sending in the equipment for repair.
12. Serviced Equipment not collected with 2 months of notification for collection will automatically become the property of BIS.

13. Replaced faulty parts will be the property of BIS.
14. Equipment comes with a warranty period against defective materials and manufacturing faults from the date of purchase. Please refer to the “Product Warranty Guide” for further terms and conditions and application period on the type of product purchased.
15. Warranty card must be produced together with proof of purchase (e.g. sales invoice, receipts, etc) when your equipment requires our service. Failing which the equipment’s warranty will be null and void and a transport and service fee will be charged at a rate determined by BIS.
16. BIS reserves the right to amend or modify the terms and conditions of this warranty without giving any prior notice.
17. BIS will strictly cover relevant software installation and troubleshooting within 14 days after the date of purchase. After 14 days, it will not be the responsibility of BIS resolve any software issue thereafter.
18. Collect & Return Warranty refers to warranty whereby the machine will be collected from customer premise and thereafter returned after repair or service.
19. Your remedies under the warranty will be subject to any limitation at law. Further, if there are any defects upon inspection at or immediate after delivery or purchase, you must indicate such defects on the warranty card, failing which no defect will be deemed to be present at the time of purchase or delivery whichever is later.
20.1 BIS will use the details you provide to administer your warranty.
20.2 From time to time, BIS would also like to keep you informed by post or telephone about other Brother products and services that may be of interest to you. We may also share your information with our group companies who can offer you other products and services by post and/or telephone or both that may be of interest to you.
20.3 If you do not wish to receive marketing information from BIS, then tick here __. If you do not wish to receive marketing information from Brother Group companies, then tick here __.
20.4 If you have any questions about BIS use of your information, you wish to let us know about changes to your personal details held by us, or if at any time you wish to stop receiving marketing information from us or other Brother group companies then please contact the BIS data protection officer at address given on this warranty card.
20.5 For a full list of BIS group companies please contact us or go to website address