

# **Mimaki India Warranty Guidelines**

## **【Introduction】**

Mimaki is a leading manufacturer of wide-format inkjet printers and cutting machines for sign graphics, textile and apparel, and industrial applications.

Mimaki develops a wide range of products in each field and provides high-quality, reliable, and innovative solutions.

This document is intended to explain the basic principles, operational policies, and service procedures of the warranty provided by Mimaki India.

This document serves as general operational guidance for customers.

## **【Applicability and Legal Effect】**

This warranty constitutes and covers operational conditions agreement regarding warranty handling between Mimaki India Private Limited (hereinafter referred to as "Mimaki India" or "Company") and customers who have purchased products through authorized dealers of Mimaki India.

This warranty applies only to products purchased within India and used within India.

None of the Company's employees and/or authorized dealers have any authority whatsoever to amend, modify, alter, or make any changes to the terms and conditions of this Warranty. Any amendment or modification to this Warranty shall be valid only if made by a formal written document issued by the Company and duly approved by a person authorized by the Company.

This warranty shall be deemed to have been issued at Gurugram, Haryana (India) and courts at Gurugram shall have exclusive jurisdiction to adjudicate upon matters covered by this warranty.

## **【Warranty Policy】**

Rights under this Warranty are limited to the purchaser who has purchased printers, cutting plotters, or any other products manufactured or sold by the Company (hereinafter referred to as the "Product") from the Company or its authorized dealers.

Mimaki India endeavors to ensure that, under normal operating conditions, its products conform to the published specifications and are free from manufacturing defects.

The warranty period for the Product varies depending on the specific product and shall be governed by the applicable warranty terms, sales agreement, quotation, purchase order, or other related documents issued by the Company, or by separate warranty provisions established by the Company.

Under this Warranty, the purchaser shall be entitled, within the applicable warranty period, to repair or replacement of defective parts of the Product if, upon inspection by Mimaki India or its authorized service dealers, such defect is determined to have arisen from faulty materials or workmanship.

Warranty administration shall commence from the date on which the dealer submits the installation report to the Company.

A full service warranty shall apply and commence only when the installation report is submitted to Mimaki India within fifteen (15) working days after completion of installation.

If the installation report cannot be confirmed, or if there is an unjustified delay in submission, warranty coverage shall not be applied.

Warranty is limited to the repair or replacement of parts and does not cover any consequential or resulting liability, damage or loss due to non or partial performance of the product or any part thereof. Furthermore, the warranty in no case shall extend to the payment of any monetary consideration whatsoever or replacement or return of the product as a whole. Defective parts shall be replaced with a functionally repaired or new equivalent part.

Mimaki India shall not be liable or be deemed to be at default for any delay or failure in performance resulting directly or indirectly from causes beyond its reasonable control including delay in repairing due to labour problem, restriction and regulations of the government, war, epidemics, riots, law and order issues or any other unavoidable circumstances.

## **【How to Obtain Service】**

All warranty-related inquiries and coordination shall, be handled through authorized dealers of Mimaki India.

If any problem occurs during the warranty period, customers are requested to contact the authorised dealer from whom the product was purchased.

Depending on the situation, authorised dealers will provide remote support and arrange on-site service if deemed as necessary authorised dealers.

To facilitate smooth support, following information shall be provided by the customer:

- Model name
- Serial number (S/N)
- Date of purchase
- Date of installation
- Proof of purchase or the original invoice, or any other document evidencing that the product was purchased from an authorized dealer (if required by the authorized dealer)

## **【Warranty Support】**

If a manufacturing defect is confirmed during the warranty period, Mimaki India will cooperate with the concerned authorized dealer to provide necessary parts supply and technical support as may be required and deemed appropriate.

Necessary repair/replacement work shall be performed by authorized dealers or certified service engineers.

## **【Time Limit for Warranty Claims】**

If any abnormality or malfunction is identified in the Product, customers are requested to contact the authorized dealer as soon as possible and obtain appropriate support.

As a general rule, warranty claims should be submitted within fourteen (14) days from the occurrence of the issue through the authorized dealer. In case of inordinate delay in submitting warranty related claims, the Company shall not be responsible for non-compliance of warranty related services. In cases where delay is caused due to genuine and valid reasons, the Company may entertain such cases at its sole discretion and decision of the Company shall be final and binding .

## **[Exclusions from Warranty]**

The Purchaser clearly understands and agrees that the warranty conditions shall be rendered null and void in the following cases and the product shall not be covered under the Warranty:

- Improper use or operation of product outside specifications and the product is not operated according to instructions given in the Operating Instruction booklet or manual.
- Unauthorized modification or structural alteration.
- Use of non-genuine inks, parts, or consumables.
- Damage caused by natural disasters, fire, earthquake, flood, rain water etc.
- Physical damage during transportation by customer or after installation.
- The failure of product is due to lack of proper maintenance or if the product is repaired or attended by an unauthorized third party.
- False or inaccurate claims submitted by the purchaser.
- The product is connected to improper power supply or installation environment.
- Issues caused by generators or UPS systems or abnormal voltage.
- Operation outside recommended environmental conditions.
- Operation by untrained operators.
- Modification of machine control programs, or changes to internal control settings that are technically inappropriate.
- Use of non-approved cleaning fluids or maintenance tools.
- Problems caused by data-related issues or defective media.
- Damage caused by rodents or insects, termites etc.
- Deterioration due to long-term non-use of product.
- Normal wear and tear or replacement of consumable parts.
- If the purchase information or installation information does not match the Company's records.
- If, upon request by the service personnel, the customer fails to present documents or records evidencing that the Product was purchased from an authorized dealer.
- Installation/service /repair of product is done by any other person other than Company's authorized dealer/ authorized service personnel.
- Presence of foreign objects/parts inside the product.
- The original serial number of the product or any part thereof is removed, obliterated or altered.
- If any document or record evidencing the purchase has been altered, tampered with, or rendered illegible.
- The model number, serial number or production date code on the product has been altered, removed or made illegible.

If any of the above conditions apply, this warranty shall not be applicable.

### **【Parts and Consumables】**

Ink, media, and consumable parts are excluded from warranty coverage.

### **【Customer Cooperation】**

To ensure smooth and timely warranty support, customers are requested to cooperate with the following:

- Securing sufficient working time.
- Granting access to the installation site.
- Providing necessary power supply and consumables.
- Returning replaced parts.

The purchaser shall retain proof of purchase, the original invoice, or any other document evidencing that the Product was purchased from an authorized dealer (if required by the authorized dealer) and shall present such documents upon request by the authorized dealer.

Please note that failure to provide the above cooperation may result in delays, suspension, or interruption of warranty support.

### **【Confidentiality】**

Technical and business information obtained through maintenance, inspection, and repair services shall be managed appropriately and shall not be disclosed to third parties, except as required by law or ordered by a court of competent jurisdiction.

### **【Scope of Responsibility】**

Mimaki India's warranty support consists of parts supply and technical assistance, and the scope of warranty coverage is limited to the repair or replacement of parts.

Mimaki India shall not be liable for any losses, including but not limited to loss of profits, business interruption, production loss, indirect, incidental, consequential damages, or compensation for finished products.

### **【Reporting and Notification】**

Customers are requested to notify the authorized dealer in advance in case of relocation, transfer, or reinstallation of the equipment.

### **【Large-Scale and Corporate Customers】**

For products used for large-scale commercial or industrial purposes, separate contractual terms may apply.

In such cases, support shall be provided in accordance with the relevant agreements.

### **【Cooperation for Investigation】**

Customers may be requested to cooperate in investigations, including site inspections, operational checks, and provision of log data, for root cause analysis and recurrence prevention.

### **【Notes】**

This document is intended to provide general guidance on warranty operations and does not constitute a legally binding contract.

If there is any conflict between this document and a separately executed agreement, the terms of the separately executed agreement shall prevail.