



# WARRANTY INFORMATION

OfficeSuppliesWorld Warranty Information



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Brand	Products	Warranty	End User Action
	Remanufactured Toner & Inkjet Cartridges	2 year replacement	Printer damage call 01205 318 687. Faulty cartridges return for credit/replacement.
	Scales branded Postship included	1 year non-registered/ 5 year registered	Call helpline 0871 234 0999.
Apple	iPad Air/Mini & Accessories	1 year limited warranty	Call helpline UK 0844 209 0611. Ireland (353) 1850 946 191.
	Trolleys & Sack Trucks	1 year	Call 01902 499500.
	Projectors	2 year warranty. 1 year Return to Base, 1 year Pickup and Return	Call BenQ helpline 0207 216 0039.
	Consumables (including Labelling Tape)	1 year	Return for credit.
	Fax & Printers	1 year	<b>DOA</b> Call 08444 999444 to arrange repair, if unable to repair Brother will issue a call reference number (CRN) if fault is within 14 days. Return for credit (with proof of purchase) quoting CRN. <b>Warranty</b> Call 08444 999444 to arrange repair.
Burco	All products	1 year	Call 0844 8153742, if <b>DOA</b> obtain an authorisation number.
	Scanners, Inkjet Printers, Multifunctional & Laser Printers	1 year	<b>DOA</b> (14 days). Call 0207 660 0186, quoting serial number, to resolve over the phone, if unable to rectify return for credit (with proof of purchase). Products found not faulty will not be credited. Missing parts will be sent out FOC, call Robert Scott company on 01869 331741. <b>Warranty</b> Call 0207 660 0186, quoting serial number, to resolve over the phone, or for Canon to repair or replace as appropriate. Missing parts will be sent out FOC, call Robert Scott company on 01869 331741.
	Digital Cameras	1 year	Call Canon helpline 0207 660 0186.
	Cash Registers	1 year	<b>DOA</b> (28 days) return with all packaging and accessories. <b>Warranty</b> Call number on warranty card (included with product) for on site repair. Customers in Northern Ireland Casio models are still covered by a one year warranty but in the event of machine failure the customer should contact their direct supplier. For after-sales programming & technical support issues the customer may contact the Support Team in Cunninghams ACR- ACR House, 61 Alexandra Park Ave. Belfast BT15 3ES. 02890 755744. <b>IMPORTANT NOTE:</b> If the product was not supplied by Cunninghams ACR, then any support given will be subject to a charge payable strictly by credit/debit card.
	Duracard	1 year	Email duracard.service@durable.de or call Duracard Customer Service 01202 897071.

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	Warehouse Trolleys	1 year	Call 0121 356 2224/2228 to arrange repair.
	Printers	1 year	<b>DOA</b> (28 days). Call 0871 423 7766 for confirmation and RMA number to return for credit/replacement. <b>Warranty</b> Call 0871 423 7766 depending on model the end user may be visited direct by Epson or may have to take the machine to a authorised repair company.
	Shredders, Laminators & Binders	Varies by machine	<b>DOA</b> (30 days). Return for replacement/credit with proof of purchase. <b>Warranty</b> Call 01302 836836 to arrange repair with serial number of machine and proof of purchase.
	Activity Trackers	1 year	Email <a href="https://help.fitbit.com/customer/portal/emails/new">https://help.fitbit.com/customer/portal/emails/new</a> for support.
	All Products	2 year replacement	Call 00800 38832222 Mon to Thurs 8am to 1pm and between 2pm and 4pm, Friday 8am to 1pm and between 2pm and 3pm. For technical support and if necessary exchange direct with manufacturer. Please also refer to the following website for further help. <a href="http://www.verbatim-europe.co.uk/en_1/support.html">http://www.verbatim-europe.co.uk/en_1/support.html</a> .
Fujitsu	Scanners	1 year	Call 0870 6000922 (Proof of purchase will be required).
	Binding & Laminating	2 year repair/ replacement	<b>DOA</b> Return for replacement. End user must supply serial number and proof of purchase. <b>Warranty</b> Call 0845 6586600 to arrange repair.
	Tablets	2 year	<b>DOA</b> (7 days). Return for replacement/credit with proof of purchase. <b>Warranty</b> Call 0871 855 2424 or email <a href="mailto:hannspree@repairtech.co.uk">hannspree@repairtech.co.uk</a> .
	Printers & Scanners	1 year	<b>DOA</b> Call 0845 161 0030 with details of fault. If unable to rectify return for credit. ESSENTIAL to have a copy of proof of purchase. Product must be returned to the RDC within 10 days of purchase. <b>Warranty</b> Call 0845 161 0030 with details of fault.
	Cartridges, Drums, Maintenance Kits & Fuser Units	1 year	Return for replacement/credit.
	All Products	1 year	<b>Warranty</b> Call 0845 090 0316.
IVG Safety	Fire Equipment & Extinguishers	1 year	<b>DOA</b> Return for credit (with proof of purchase and full details of issue). <b>Warranty</b> Call 01603 787679 to arrange repair.
	All Products	See individual products	<b>DOA</b> (14 days) return for replacement/credit. <b>Warranty</b> call 01784 220172.
	Kenco Singles Machine	1 year	Call 0870 6006556 to arrange repair.
	Consumables	30 Days/500 page prints which ever is first	Call 0870 600 0359 to arrange repair or replacement.
Kristal	All Products	1 year	Return for replacement (with proof of purchase).

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	Tablet Accessories	See individual products	Call 0845 678 1801.
	Products other than Tablet Accessories	See individual products	Call 01474 854564. Fax 01474 852430.
	Monitors	2 year	Call UK 0844 847 5454. Ireland 0818 276955.
	All Products	1 year	Call helpline 0800 745845.
	Electronic Boards & Nobolite Sign	2 year repair	Call 01923 691865 to arrange repair. Must supply serial number and proof of purchase.
	Plug n Play Projection Screens	3 year return to base warranty	Return for replacement (with proof of purchase).
	OHP Projector	1 year	Contact Service Centre 0845 658 6600. Fax 01296 732126. Email: halesowencallcentre@acco.com.
	Software	1 year	Call 0207 6165813 for technical help.
	Cleaning Trolleys	6 months repair	Call 01460 269382 or 269231 to arrange repair/exchange (proof of purchase required).
	Vacuum Cleaners	2 year repair	Call to arrange repair/replacement.
	Consumables	1 year	Call 01784 274300 to arrange replacement. Southern Ireland Call 01 4049 570. Northern Ireland Call 0845 6060 445.
	Digital Cameras	2 year	<b>DOA</b> (28 days) Return for credit/replacement. <b>Warranty</b> Send Camera only no accessories to: Olympus Imaging & Audio, Rico Logistics, Olympus Hub, Unit 48, Evelyn Street, Beeston, Nottingham, NG9 2EU. A return form needs to be completed which can be found at <a href="http://www.olympus.co.uk">www.olympus.co.uk</a> . Name and address need to be written clearly on the outside of the parcel. Retain serial number and proof of purchase.
	Consumables	1 year	<b>DOA</b> Call helpline 0844 844 3852. If deemed as DOA return for credit/replacement. <b>Warranty</b> Call helpline non-returnable.
	Printers & Consumables	2 year	Call 0330 8280722 (UK) or 0035 15255507 (Ireland) or email supportuk@pantumeurope.com. RMA number will be issued. Non-returnable without RMA number.
	Consumables	1 year	Contact helpline on 08450 900315 where the technical staff will try to resolve problem. If deemed faulty a HD reference number will be issued so product can be sent back.
	Fax machines	1 year	<b>DOA</b> (28 days) Call 08450 900315 first to see if fault can be fixed over the phone. If product is confirmed as DOA then return for credit (with proof of purchase). <b>Warranty</b> Call 08450 900315 to arrange repair.
	Dictation Only	2 year	<b>DOA</b> Call Digital 0845 090 0318 (Ireland 0 1605 8384); Analogue 01892 668401. A returns reference number must be obtained from the helpdesk before sending back. <b>Warranty</b> Call 01892 668401 for analogue and 0845 090 0318 for digital for advice and support.

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 <b>PHILIPS</b>	Pico Projectors & Accessories	1 year	Call helpline 0845 0900 315.
Pifco	All Products	1 year	Call 0871 221 3615.
	Safes	1 year	Call first as fault can be fixed over the phone 0151 9446414. If product is confirmed as faulty then return for credit (with proof of purchase).
	All Products	2 year refurbished replacement (does not cover damage/misuse)	<b>DOA</b> (21 days) Return for credit (with proof of purchase). <b>Warranty</b> Call 0800 410014 for repair or replacement.
	All Products	1 year	<b>DOA</b> (30days) Return for credit/replacement. <b>Warranty</b> Call 0844 848 0905 or email returns.dept@nimans.net for repair procedure.
	Scales	1 year non-registered/ 5 year registered	Call helpline 0871 234 0999.
	Cameras	1 year	Call Praktica helpline 01494 768660.
	Letter Openers, Paper Folders	1 year	Call 0800 988 2429.
	Heavy-duty Punches/Staplers	15 year repair (excludes hollow cutters, dies, cutting discs and boards)	Call 01732 464800 for collection/repair.
	Rexel Shredders	2 year repair with 5 year on cutting heads	Call Service 08456 586600 - engineer repair/straight exchange. Details required by fax or email - model name and number, serial number, proof of purchase, nature of fault, full address, name and telephone number (A dedicated email address and fax number is used to receive this info). New machine sent usually within 2-3 working days, there will either be a Collection of the faulty machine or will ask to dispose. All exchanges are logged on a data base.
	Consumables	2 year repair	Call 0845 300 7050 to arrange repair.
ROBERTS	DAB Radios	1 year	Call helpline 03330 142505 (8:30am to 4:30pm Mon-Fri excluding bank holidays) or email rrrhelp@robertsradiotechnical.com.
	Counterfeit Detector	2 year	Call 07799 657 589.
	Consumables	1 year	<b>DOA</b> Call helpline on 08450 900316 where the technical staff will try to resolve problem. If deemed faulty a HD reference number will be issued for returning. <b>Warranty</b> Call 08450 900316 where the technical staff will try to resolve problem, if deemed faulty a HD reference number will be issued for returning.
	Fax Machines	1 year	<b>DOA</b> (90 days for 4840 only, rest of fax range 28 days DOA). Call 08450 900316 as fault may be able to be fixed over the phone. If product is confirmed as DOA then return for credit (with proof of purchase). <b>Warranty</b> Call helpdesk 08450 900316.
	Scales	1 year	Call 0845 900 2244.

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	Consumables	1 year	Return for replacement/credit with proof of purchase (ESSENTIAL).
	Fax Machines, all Printers & Multifunctional Machines	1 year	Call 0330 726 7864 for returns reference number. (Same as Call Log number) must be accompanied by all the consumables and accessories it was originally supplied with. Failure to do so will result in the unit being rejected for credit with no exception.
	Cameras & Camcorders	3 year on-site	Call 0330 7262677 with details of fault.
	Security Mirrors/Metal Detector/ Lockit Door Lock	1 year	Call 01252 311888 in the first instance to discuss the fault. If the conclusion is that this is faulty, then return for a credit/replacement. If no fault is found when tested by supplier no credit will be issued.
	Cash Registers	1 year	Call 0870 738 0000 to arrange replacement/repair (with proof of purchase).
Signature	All Products	1 year	Call 0871 221 3624.
	Seating	5 year against manufacturer faults	For parts request please contact your local RDC. Other issues return for replacement (with proof of purchase).
	Cameras	1 year	Call Sony helpline 08702 408060.
	All Products	1 year	Call helpline 0207 7440330. If deemed DOA return for credit/ replacement. Proof of purchase will be required. <b>Warranty</b> Call helpline. Non-returnable.
	Satellite Navigation	1 year	<b>DOA</b> Return for replacement (with proof of purchase). <b>Warranty</b> follow online steps at <a href="http://www.tomtom.com/support">www.tomtom.com/support</a> or call 0845 1610044.
	Seating	Trexus, Trexus Office and Trexus Intro - 2 years; Trexus Plus and Premier - 3 years against manufacturer faults	For parts request please contact your local RDC. Other issues return for replacement (with proof of purchase).
	Desking & Storage	Trexus, Trexus Contract and Contract Plus, Premier - 5 year against manufacturer faults	For parts request please contact your local RDC. Other issues return for replacement (with proof of purchase).
	Shelving	Delta - 1 year against manufacturer faults	For parts request please contact your local RDC. Other issues return for replacement (with proof of purchase).
	All Products	1 year	Call helpline 0844 412 8455.
	All Products	2 year replacement	Call 00800 38832222 Mon to Thurs 8am to 1pm and between 2pm and 4pm Friday 8am to 1pm and between 2pm and 3pm. For technical support and if necessary exchange direct with manufacturer. Please also refer to the following website for further help. <a href="http://www.verbatim-europe.co.uk/en_1/support.html">http://www.verbatim-europe.co.uk/en_1/support.html</a> .
	Ink/Toner Cartridges/ Drums/Waste Boxes	1 year	Call helpline on 08702 400135 and ask for technical support. A troubleshooting routine will be gone through. Xerox Offer a 3 month warranty from date of invoice Proof of purchase will often be asked for. If product is deemed faulty Xerox will replace directly.