

GUARANTEE OF QUALITY CERTIFICATE

Tradesupply warrant that all compatible and remanufactured laser cartridges supplied will be free from defects in design, assembly and workmanship during its intended life cycle for a period of 5 years from date of purchase. All compatible Inks, tapes & labels will be supported by our 2 year warranty from date of purchase.

We will offer to resolve most faulty unit issues, with either a free of charge replacement, credit or refund. In some rare cases a charged replacement may be supplied if we are awaiting further information to validate a claim or are collecting faulty goods for credit.

Tradesupply aftermarket cartridges are produced throughout a number of specialised production facilities around the world. These facilities are governed by strict quality control procedures with production and testing compliant with ISO 9001:2015, ISO 14001:2015, ISO 19798 & 19752, STMC, DIN and RoHS quality certifications & regulations. These controls ensure the products supplied meet the highest quality standards available.

Our dedicated after-sales care team are available 09:00 – 17:30 via email, phone and WebChat, Monday through to Friday. This experienced team is there to promptly assist with any Tradesupply product issues.

The use of Tradesupply compatible print consumables will not affect your printer warranty, only in the event of this product causing damage would your OEM warranty be invalid. This is very rare and, in this case, our Tradesupply warranty will cover your machine.

Should an issue with a Tradesupply product require on-site support, we will commission a qualified independent engineer to be on-site the next working day, where available. Should it be shown that a printer or any consumables are damaged due to the use of a Tradesupply cartridge, we will cover all remedial charges, including parts & labour costs for the repair, or where a repair is not possible, a replacement machine. Where an identical machine is no longer available, we will offer the closest like for like replacement or a model which supersedes that of their current model.

Should it be determined by the independent engineer report that damage to the machine or consumables has not been caused by a Tradesupply product, then we will not be liable for this engineer cost.

