

Certags takes immense pride in the quality and durability of our products, and as a testament to our commitment to excellence, we are pleased to offer you a Lifetime Warranty that ensures your peace of mind for the **expected lifetime of the printer, which is 5 years.**

## Coverage

Our Lifetime Warranty covers all components and parts of the industrial printer against defects in materials and workmanship. During the warranty period, we will, at our discretion, repair or replace any faulty parts or components, free of charge.

The warranty includes but is not limited to the following components:

- **Print Head:** The print head, being a critical part of the printer, is fully covered under the Lifetime Warranty. Any malfunction or defects will be promptly addressed.
- **Electronic Components:** All electronic components of the printer, such as controllers and circuit boards, are covered, ensuring your printer operates efficiently.
- **Frame and Structure:** The sturdy frame and structural elements of the printer are also included in the warranty, guaranteeing their quality and resilience.
- **Motors and Belts:** The motors and belts that drive the printing process are covered to ensure consistent and reliable performance.

## Conditions

- **Proof of Purchase:** To avail the benefits of the Lifetime Warranty, please retain your proof of purchase, such as the original invoice or receipt.
- **Regular Maintenance:** It is essential to maintain the printer as per the guidelines provided in the user manual. Regular maintenance, such as cleaning and servicing, will help prolong the printer's life and ensure the warranty remains valid.
- **Non-Transferable:** The Lifetime Warranty is applicable only to the original purchaser and is non-transferable. If you resell the printer, the warranty will not extend to the new owner.
- **Exclusions:** The warranty does not cover damage resulting from misuse, negligence, accidents, unauthorized repairs, modifications, or natural disasters.
- **Limited to Product Value:** The Lifetime Warranty's liability is limited to the value of the printer at the time of purchase and does not cover any consequential damages, loss of productivity, or related expenses.

## How to Claim Warranty

In the unlikely event that your printer experiences an issue covered by the Lifetime Warranty, please follow these steps to claim your warranty:

1. **Contact Customer Support:** Get in touch with our dedicated customer support team via phone or email, providing details of the issue faced by your printer.
2. **Troubleshooting:** Our support team may guide you through some troubleshooting steps to identify the problem and determine if it can be resolved without physical intervention.
3. **Repair/Replacement:** If the issue cannot be resolved remotely, our support team will arrange for the necessary repair or replacement of the faulty components.
4. **Shipping:** If a physical repair or replacement is required, we will provide shipping instructions to ensure the safe return of the printer components.

Please note that we strive to expedite the warranty process, aiming to minimize any disruption to your operations.

With ComplyPro Lifetime Warranty, you can be confident that your investment in our industrial printer is protected for its expected 5-year lifetime. We are committed to providing you with exceptional products and outstanding service. If you have any questions or need assistance, our customer support team is here to help.