

Warranty

STS warrants its ink products to perform in the intended equipment according to the specifications of the specific product purchased. Should it be determined that the ink is a direct cause of a printer breakdown STS will provide the following.

STS will provide warranty repair or replacement (at its sole discretion and approval) of any print head(s) or parts that fail as a direct result of STS's Ink products provided for the period covering OEM manufacturer's warranty coverage excluding consumable parts (Ex. Wipers / S-dampeners/ filters/pumps). Company or person requesting warranty repair shall contact STS for pre-authorization and selection of a qualified repair technician to service the equipment prior to performing service on the equipment. Failure to request pre-authorization for service repair and selection will result in denial of a warranty claim.

Machines out of OEM warranty will also qualify for replacement of any print head(s)/ parts that fail as a direct result of STS's Inks products and or systems provided, excluding consumable parts (Ex. Wipers/ S-dampers filters/pumps).

STS's liability under this limited warranty is limited to (a) cost of replacement parts directly damaged by the use of STS Ink, and (b) \$500 in expenses directly associated with a technician's labor in the replacement of damaged parts

The warranty period will be in effect as long as customer is using STS Inks on an exclusive basis and adheres to normal maintenance requirements stated in the OEM Printers Users Manual. STS Inks used in conjunction with any other inks other than the OEM inks will not be subject to this warranty statement.

STS will not be liable for labor or material costs associated with graphic production, graphic application, equipment downtime or any other consequential damages including loss of profits or potential business sales, arising out of a warranty claim. It is the users responsibility to secure the equipment and surrounding area to prevent damage from potential ink spills, or other damages arising from a warranty claim. STS is not responsible for damages that may arise from ink spills outside of the printer or from improper care, maintenance or repair of equipment associated with normal operation.

STS further warrants its ink cartridge to function as intended and in a normal fashion in its designated printer. Should a cartridge fail for any reason other than mishandling, misuse, abuse or negligence, STS will replace the cartridge through its dealer representative, or company representative where applicable, with a new cartridge of like kind.

Service calls that are conducted with the discovery that the service call was not an ink related one will be charged to the customer at the service policy rate listed in the STS Service Call rate sheet. Should a call be performed by someone other than a trained STS service technician, then a local technician will be hired. STS will cover expenses charged by the service technician up to \$500.