



## Commercial Warranty Conditions – UPrint

### Terminology

In this document:

- **The Cartridge:** the ink cartridge (or “inkjet”), toner cartridge or drum (or “laser”) to which the claim relates.
  - **The Customer:** the person who uses the Cartridge.
  - **The Warranty:** the UPrint commercial warranty.
  - **The Reseller:** the company that sold the cartridge to the user (the Customer).
  - **Support:** the UPrint support service, reachable via the contact form <https://uprint.savcartouches.com/> or by email ([assistance@uprint.fr](mailto:assistance@uprint.fr)) or by phone (+33 9 69 39 07 50).
  - **OEM Cartridge:** cartridge manufactured by the printer manufacturer.
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### Warranty Period

#### A – Inkjet products

The warranty for inkjet cartridges is **3 years from the date of purchase** of the Cartridge, as evidenced by the Customer’s purchase invoice.

This warranty includes the **2-year legal warranty of conformity** defined in the French Consumer Code, plus **an additional 1-year UPrint commercial warranty**.

#### B – Laser products

The warranty for laser cartridges has **no time limit**, including the **2-year legal warranty of conformity** defined in the French Consumer Code, plus **a UPrint commercial warranty with no time limit**.

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### Scope of the Warranty

The Warranty covers Cartridge failure and certain types of damage caused by this failure, exhaustively listed herein. Failure may include printing defects, recognition problems, leakage, no printing, breakage or malfunction, at installation or during normal use of the Cartridge.

The Warranty also covers Cartridge failure caused by the printer manufacturer through a firmware update.

However, the Warranty does **not** cover:

- improper use of the Cartridge (handling errors, breakage caused by the Customer, etc.);
- abnormal use of the Cartridge. Cartridges are designed for office or home use in printers listed as compatible. Any other use is excluded from the Warranty;
- normal wear of the Cartridge:
  - **Laser:** the level or capacity indicated by the printer is authoritative;
  - **Inkjet:** if the ink level is indicated on the box, the same system as laser applies; otherwise, the actual number of printed pages, with proof;
- claims relating to possible differences (physical appearance, warning messages, possible differences in color rendering, etc.) compared with the OEM Cartridge;
- claims relating to printing on special media (labels, thick paper, etc.);
- Cartridges whose serial numbers and labels have been altered;
- defects caused by improper storage of the Cartridge at the Customer’s premises.

The Cartridge must be used as is. Any modification of the Cartridge by the Customer (refilling, chip replacement, etc.) automatically results in the loss of the Warranty and the legal warranty.

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## I – Conditions of Application

Warranty application conditions differ depending on who reports the Cartridge failure.

### 1) Conditions for the Reseller in mainland France

To benefit from the Warranty, the Reseller must declare defective products and return them to Support following the established defective return procedure.

UPrint Support will then issue a credit note after receipt and inspection of the defective cartridges.

For overseas territories or abroad, the Reseller must contact the sales department.

### 2) Conditions for the Customer

To benefit from the Warranty, the Customer must contact Support via the contact form

<https://uprint.savcartouches.com/>

or by email ([assistance@uprint.fr](mailto:assistance@uprint.fr)) or by phone (+33 9 69 39 07 50).

After opening a case, Support may either provide troubleshooting (remote resolution) or proceed with a free product replacement, informing the relevant Reseller.

### A – Preliminary information

Preliminary information is mandatory to process the Customer's claim. Refusal to provide this information automatically results in the loss of the Warranty.

To complete the form, the Customer must have available:

- the Cartridge(s) concerned;
- the serial number(s) of the Cartridge(s);
- the purchase invoice showing the Reseller;
- the exact printer model;
- proof of defects (printout, error message, etc.);
- personal information (name, address, etc.).

### B – Additional information

Support may request additional information. Failure to provide the requested documents results in loss of the Warranty.

### C – Case number

After completing the contact form, a case number will be provided to the Customer and must be kept for follow-up.

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## II – Amicable Resolution for the Customer

### A – Cartridge replacement

If a Cartridge is confirmed to be defective, a free replacement is offered to the Customer **only in mainland France**.

The new cartridge will be shipped to the Customer free of charge as soon as possible.

For overseas territories or abroad, the Customer must contact their Reseller.

### B – Credit note

If replacement is impossible, UPrint will contact the Reseller so that a credit note can be issued to the Customer.

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### III – Damage Caused by the Cartridge to Another Object

#### A – To the printer

Support will offer compensation based on the printer purchase invoice, which may be depreciated according to its age. Depreciation details are provided in the appendix.

Compensation is issued by UPrint to the Reseller.

Required information:

- proof of purchase of the printer; failing this, the market launch date in the country of purchase and the recommended retail price will be used;
- proof of purchase of the Cartridges;
- photo(s) showing damage or the problem;
- if requested, documents proving proper printer maintenance;
- printer serial number and machine number.

Failure to provide requested information results in refusal of coverage.

Any technician intervention initiated by the Customer without Support approval is not covered and will not be reimbursed.

Any repair attempt by the Customer results in loss of coverage.

If Support determines the Cartridge is not the cause of the printer failure, the Customer will be referred to the printer manufacturer's warranty.

#### B – To other objects

The UPrint commercial warranty does not cover damage to other objects. The Customer is responsible for handling the Cartridge carefully.

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### IV – Consequences of Amicable Resolution

The defective Cartridge is replaced with a new cartridge whose Warranty runs from the original purchase date.

The defective Cartridge becomes waste and automatically loses its legal warranty and must be disposed of at a specialized collection point.

Support may, at its discretion, provide a prepaid return label.

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### V – Disputes

#### A – Customer refusal of replacement

If the Customer refuses replacement, the Warranty no longer applies. UPrint will contact the Reseller for application of the legal warranty.

#### B – Dispute of diagnosis

The Customer may commission, at their own expense, a counter-expertise by an independent expert.

Not considered independent experts:

- the Customer or relatives;
- parties with conflicts of interest;
- parties with commercial ties to printer or OEM cartridge manufacturers;
- parties with commercial ties to UPrint competitors.

If independence is challenged, the counter-expertise is invalid.

If the counter-expertise concludes that the Cartridge caused the failure, UPrint will provide compensation under the conditions above.



### C – Other disputes

Any Reseller claim regarding defective returns will not be accepted; Support inspection prevails.  
Other requests fall outside the Warranty scope.

### D – Competent court

The competent court is the **Court of Lyon**.

## Appendix – Printer Depreciation

Depreciation and value are calculated based on the printer's purchase date and purchase price, as evidenced by the invoice.

In the absence of such documentation:

- If the customer can provide the printer's serial number, it may be possible in some cases (e.g. HP, Canon) to approximately determine the year of manufacture.
- If this is not possible or does not work, the calculation is based on the printer's initial market launch date in the country of purchase and its manufacturer's suggested retail price at launch.
- The printer category (home inkjet or professional inkjet) is defined by the printer manufacturer.

Printer age	≤ 1 year	≤ 2 years	≤ 3 years	≤ 4 years	≤ 5 years	≤ 6 years	≤ 7 years	≤ 8 years
<b>Home inkjet</b>	New value	New value	–30%	–60%	€20 – flat rate			
<b>Professional inkjet</b>	New value	New value	New value	–30%	–60%	€20 – flat rate		
<b>Laser</b>	New value	New value	New value	–20%	–40%	–60%	–80%	€20 – flat rate