

Champion Digital Inks – Limited Warranty

Champion Digital Inks (“CDI”) offers an extensive range of digital inks for leading brands of digital printers. CDI inks are developed and specifically matched to the requirements of each printer to ensure compatibility with the Original Equipment Manufacturer (“OEM”) ink. Should a problem be experienced, you should contact our Authorized Distributor (“AD”) from whom you purchased the ink to seek a solution. If you are unable to resolve the matter with our AD you should proceed to contact CDI directly under the terms of this Limited Warranty as set out below.

1. If it is proven that a manufacturing or design defect within a CDI ink is the direct cause of the printer breakdown in which the ink is being used and should this defect result in the cancellation or removal of the equipment warranty or refusal of service by the equipment manufacturer, its supplier or agent, then CDI will provide reimbursement for the costs required to repair the damage to the ink delivery system, subject to the following conditions:
 - a. The cost of replacement parts is restricted to parts directly damaged by CDI inks.
 - b. The technician’s labour is directly associated with installation of those replacement parts.
 - c. Other costs do not exceed a maximum of \$500.00 or equivalent in the currency of the country in which the repair is made. Other costs include:
 - i. Technician’s travel/accommodation.
 - ii. Sundry out of pocket expenses – itemised
2. All costs incurred must be documented.
3. All repairs undertaken require approval in writing from CDI.
4. CDI reserves the right to inspect all parts reported damaged and to perform an on-site visit / inspection prior to approving any repairs.
5. All correspondence with CDI must reference;
 - a. Customer Name
 - b. Authorized Distributor
 - c. Date inks were purchased
 - d. Customer Case Reference Number issued by CDI at the time of registering the complaint.

Conditions Associated with Limited Warranty

1. CDI shall not be liable for any non-documented items. CDI shall not be liable for any damage arising, directly or indirectly, from improper conversion or printer modification and/or installation procedures.
2. CDI shall not be liable for labour costs associated with production, for equipment downtime, loss of revenue, loss of profits or any costs other than printer repair.
3. This Limited Warranty does not apply to normal fair wear and tear, wilful damage, negligence, or abnormal operating conditions.
4. This Limited Warranty does not apply if there has been any modification to the normal running of the ink cartridges.
5. CDI inks are designed to drop in on top of OEM inks. They should not be mixed with other non-OEM inks. Operating under such conditions will invalidate this Limited Warranty.
6. Any claim must be based on the customer demonstrating that CDI inks were correctly installed in properly functioning equipment and that damage to the printer was a direct result of a manufacturing or design defect in the inks
7. **Revised statement**
Champion Digital Inks (CDI) Aqueous Dye and Pigment inks have a Shelf-Life of 24 months from Date of Manufacture. New, unopened or defective ink can be returned within 90 days of purchase, Defective products qualify only for credit or replacement within 90 days of purchase, items notified as defective after this period will be required to be examined and tested by CDI before any credit or replacement is authorised.

Items returned for a credit within the 90 day period from purchase which are not faulty or purchased in error must be in a sellable condition and returned in the original packaging with all of the original components. All returns are subject to inspection and acceptance, and a 20% restocking fee of the purchase price maybe applied.
This applies to direct customers of Champion Digital inks only, Distributors / Resellers may have different terms and conditions.