



**LAPTOPPUB -AN ONLINE IT ELECTRONICS STORE**

**P.O.BOX 1102, ARUSHA,**

**TANZANIA MOBILE:**

**+255 758 830 604**

**EMAIL: [laptoppub@organcomplex.co.tz](mailto:laptoppub@organcomplex.co.tz)**

**WEBSITE: <https://organcomplex.co.tz/laptoppub>**

## **Warranty Certificate**

### **For Brand-New Printers & Photocopiers**

**Company Name:** *Laptoppub – An Online IT Electronics Store*

---

### **Warranty Overview**

Laptoppub is committed to supplying high-quality **brand-new printers and photocopiers** designed to deliver reliable performance for both home and business use. Every device is sourced from trusted manufacturers and undergoes quality verification prior to sale.

This Limited Warranty protects the purchaser from manufacturing defects and operational failures that occur during normal, intended usage.

---

### **Warranty Duration**

#### **Brand-New Printers & Photocopiers**

All brand-new printers and photocopiers sold by Laptoppub are covered by a:

#### **12-Month Limited Warranty**

*Valid from the date of purchase.*

---

### **Products Covered**

This warranty applies to all printer and photocopier models available in our catalog, including:

- Inkjet Printers
- Laser Printers
- Multifunction Printers (Print/Scan/Copy/Fax)
- Office Photocopiers

- Wireless & Network Printers
  - Thermal Printers
  - Label Printers
  - All printing devices listed on: <https://organcomplex.co.tz/printers>
- 

## Warranty Coverage

This warranty covers:

### 1. Manufacturing Defects

Examples include:

- Internal hardware faults
- Printhead malfunction (non-accidental)
- Faulty motherboard or internal circuits
- Motor or mechanical failure
- Scanner module failure
- Power supply malfunction
- Defective buttons or control panels

### 2. Functional Failures

Any failure that prevents the device from performing its intended printing, scanning, or copying functions under normal use.

### 3. Software & Firmware Issues

Such as:

- System operational errors
  - Firmware malfunctions not caused by unauthorized modification
- 

## Warranty Exclusions

This warranty does **not** cover any damage caused by accidents, mishandling, or environmental factors. Exclusions include:

### 1. Accidental or Physical Damage

- Cracked, broken, or dented parts

- Liquid spills or moisture damage
- Burn marks or power shorting due to improper use
- Damage caused by dropping the device

## 2. Consumables & Wear Items

Not covered under warranty:

- Toner cartridges
- Ink cartridges
- Printheads affected by clogging due to misuse
- Fuser units
- Rollers worn out from extended use

*(Consumables are expected to wear out and are not considered defects.)*

## 3. Improper Use or Handling

- Damage caused by incompatible or counterfeit cartridges
- Paper jams resulting from incorrect loading methods
- Overheating due to blocked ventilation
- Unauthorized repairs or disassembly

## 4. Environmental & Electrical Damage

- Power surges
- Lightning strikes or electrical storms
- Dust buildup or corrosion
- Fire, flood, or natural disasters

---

### Warranty Terms & Conditions

- Warranty is valid only for the **original purchaser** and is **non-transferable**.
- A **valid proof of purchase** (invoice or receipt) is required for any warranty claim.
- All repairs must be performed by Laptoppub-authorized technicians.
- If the device cannot be repaired, it will be replaced with an identical or equivalent model.
- Devices may be inspected before approval of warranty claims.

- Any transportation or shipping costs may be the responsibility of the customer.
  - Laptops is not responsible for loss of stored data (e.g., saved scan profiles or fax logs).
- 

### **Customer Responsibilities**

- Use genuine toner/ink recommended by the manufacturer.
  - Operate the device in a clean, dry, and well-ventilated environment.
  - Avoid overloading paper trays or using incompatible paper types.
  - Keep the device protected from power fluctuations by using a surge protector or UPS.
- 

### **Contact Information**

For warranty support or service inquiries:

**Phone:** +255 758 830 604

**Email:** [laptoppub@organcomplex.co.tz](mailto:laptoppub@organcomplex.co.tz)

**Address:** P.O. Box 1102, Arusha, Tanzania

**Website:** <https://organcomplex.co.tz/printers>

---

### **Warranty Activation**

This warranty is automatically activated on the date of purchase.  
Please keep your proof of purchase for all warranty claims.

### **Organ Complex Company Seal**

