



LASER TONER CARTRIDGES

Compatible Imaging Supplies

V7 PRODUCTS GUARANTEE OF QUALITY

Each **V7 compatible toner cartridge** is manufactured with a target of excellence concerning:
quality of components, printing sharpness, page-yield, printed characters and respect of printer resolution.

As part of V7's European manufacturing **Quality Organization**, certified according to **ISO 9001 Quality Standards**, quality control procedures are implemented on the whole manufacturing process to guarantee a product which conforms to a defined specification.

V7 is therefore able, within the bounds of legality as regards to product quality, for a period of two years after the purchase date, to guarantee the perfect running and reliability of their Laser consumables.

This **Guarantee of Quality** applies subject to the end-user respecting the instructions recommended by the machine manufacturer, of the consumable storage and use recommendations, of the perfect maintenance of the printer or copier:

- Any defective product will be, at **V7's** discretion, either replaced or reimbursed.
- If a product is proved to be the cause of damage to the printer or the copier, **V7** will reimburse the costs relative to the fixing of the printer or the copier.

To achieve this, the end-user will have to communicate to V7 within a reasonable period of time the description of the damage, evidence of the defect and the link existing between the defect in product and the damage occurred to the printer or the copier, and address the estimate of corresponding repair of the machine.

The reimbursement will be launched only with the agreement and validation of the V7 Quality service.



If you have any quality issue, please login into : www.v7toner.eu.
Then, click onto "*Customer Services*".

Sent e-mail to callcenter@rts-services.de and then log your complaint.



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TRACEABILITY OF V7 PRODUCTION

V7 guarantees you complete traceability of production during the whole life cycle of its products.

Within the context of the ISO 9001 quality standards, **V7** implements quality control procedures on the whole manufacturing process.

This traceability is implemented in the following way:

There is a codification on all the cartridges that makes up the identity card of the product and allows us to define in particular:

- The year of manufacture
- The week of manufacture
- The number of raw materials batch used
- Etc...

On the V7 Laser range, this number is not only displayed on the cartridge itself, but also on the packaging of the product in order to make a pack research easier, without opening all the boxes.

STANDARD PROCEDURE FOR DEALING WITH FAULTY PRODUCT

Within the 2 year warranty period, if the product is said to have failed, with no stated damage to the hardware: V7 requires that the cartridge is returned for quality inspection and analysis. V7 will collect and meet any reasonable expenses that the end-user may have incurred for the collection of the cartridge. V7 will inspect and analyze the product that is said to be faulty, and if it is seen to be faulty, **V7 will credit the end-user in full**, and meet any reasonable expenses for the **replacement of the faulty cartridge by another V7 cartridge**.

Within the 2 year warranty period, V7 undertakes to make available a **service engineer within 24 hours** of being informed of apparent damage to the hardware. The printer engineer will undertake the call out in the name of V7. Upon inspection, the printer engineer will ascertain initially if the problem is directed related to the use of a V7 cartridge. If the engineer does believe that the problem is due to the use of a V7 cartridge, **the printer will be repaired to a satisfactory standard**, or **replaced if required**, and all expenses will be met in full by V7.

