

DYMO Service-After-Sales Terms and Conditions

The DYMO Service-After-Sales terms and conditions listed here are meant to assist the owner and user of a DYMO product (i.e., the customer) in the unlikely event that the product has ceased to function according to its standard specification.

DYMO has established a Service-After-Sales organization, processes and infrastructure so that the customer's defective DYMO product will be dealt with quickly and effectively.

1) Product Defect Registration

If a product is defective, the customer should go to www.dymoservice.com to request a Material Return Authorization (MRA) from the DYMO Service-After-Sales organization. Alternatively, the customer can phone the DYMO Helpdesk to request the MRA.

DYMO takes the date of this registration as the date that the defect has come into effect.

2) Material Return Authorization (MRA)

Based on the product and purchase data provided by the customer, the customer will be sent a unique MRA number, which entitles the customer to return the defective product to a local collection address to have the product repaired or replaced (at DYMO's discretion).

The MRA number uniquely identifies the defective product so that DYMO and the customer can track and trace the product throughout the Service-After-Sales process flow □ thus serving the customer in the best possible way.

The MRA number and accompanying instructions apply only to the defective product registered at www.dymoservice.com. Therefore, the MRA number can only be used for the product to which it has been assigned.

3) Warranty coverage

The return of the defective product and its repair or replacement are free-of-charge, as long as the defect complies with the standard product warranty conditions that accompany the product. In brief:

Warranty terms and conditions provide repair or replacement for defects in the manufacturer's material or workmanship. The warranty does not protect against accidental damage, loss, acts of nature, or any other event that did not originate during the manufacture of the product

4) Return of a defective product

The document containing the unique MRA number also contains instructions regarding where to send the product, how to pack the product, and which documents are to be included in the package (e.g., copy of the proof-of-purchase, extended warranty certificate (if applicable), print-out of the MRA document, etc.).

5) Status information

The function of the local collection address is limited to receiving defective products that have a valid and unique MRA number and that are packed according to the instructions that accompany the MRA number.

Because the local collection address cannot be used for any other purpose, the customer should always contact the DYMO Helpdesk to ask for any status information about the defective product that has been sent to the local collection address. The MRA number should always be used as a reference. Alternatively, the customer can post a question, including the MRA number as a reference, on the Contact page of the DYMO website.

6) Non-MRA returns

Any product that is sent to the local collection point without a valid and unique MRA number will not be processed. In this case, the customer can reclaim the product only after making an explicit request to the DYMO Helpdesk or on the website and at a charge of 25€ for the costs of administration and shipping.

7) Repeal of MRA terms

By sending the defective product to the local collection address per the instructions in the MRA document, the customer agrees to have DYMO inspect the defective product and its accompanying documents (i.e., legitimacy of proof-of-purchase, product conditions and extended warranty certificate, if applicable).

If this inspection reveals data that differs from the data that was submitted by the customer prior to the return of the product, DYMO reserves the right to repeal the terms of the MRA document and to ship the defective product back to the customer. In this case, a fee of 25€ for the costs of administration and shipping is charged to return the defective product to the customer.

8) Repair or Replacement

DYMO reserves the right to decide whether to repair or to replace the defective product. If the defective product is replaced, the customer is sent, at DYMO's discretion, either an equivalent product or a product with upgraded functionality at no additional cost to the customer.

A "dead-on-arrival" (DOA) product will be replaced by a new product. A defective product is considered DOA if the defect is registered at www.dymoservice.com within a maximum of two weeks after the product's date of purchase.

9) Loss of Data

DYMO is not responsible for the loss of any data that accompanies the returned product. Therefore, the customer is advised to keep a copy of all applicable data.

10) Product Accessories and Supplies

Unless stated otherwise in the MRA document, accessories (like power adaptors, cables and batteries) and consumables (such as tapes or labels) are NOT to be shipped with the defective product. Any of the above-mentioned accessories or consumables that are sent to DYMO by mistake will not be returned or reimbursed.

11) Transfer of Product Ownership

When the defective product is replaced by an equivalent or upgraded product, the customer agrees to transfer the ownership of the defective product to DYMO within a period of two weeks after receiving the replacement product.

After that 2-week period, DYMO is entitled to scrap, refurbish or use the defective product for any purpose at DYMO's discretion.

Therefore, the customer can reclaim the returned defective product only within those two weeks and after having returned the received replacement product to DYMO. A fee of 25€ for the costs of administration and shipping is charged for sending the defective product back to the customer.