

Proof of purchase **must** be provided with any machine returned for repair under warranty.

Warranty and Repair Policy

DYMO Electronic LabelMakers

The standard period of warranty for DYMO Electronic Labelling Machines is 12 or 24 months - starting from the date of purchase. In addition to this, for some DYMO products an extended warranty can be obtained by registering online via the Internet on www.dymo.com/registration (conditions apply).

The warranty covers:

- Repair to a machine as a result of a manufacturing defect, i.e. defects in material and/or workmanship. (Please see warranty booklet enclosed with machine.)
- Spare parts and/or labour within the term of the warranty.

During the warranty period, Newell Office Products will:

- In the case of a major fault, deliver a new machine; or
- In the case of minor repair, the machine will be repaired free of charge.
- All machines covered by warranty will be repaired until spare parts are no longer available.
- Replacement of a machine will be at the discretion of the Repair Technician at Newell Office Products.

After the warranty has expired, machines returned for repair will be repaired at a cost to the customer.

- The cost of repair is based on the type of machine repaired and covers labour, spare parts and return postage for the repair.
- Charges for these repairs will be invoiced before the machine is repaired and returned.

Repair Process

Always call DYMO Helpdesk with any machine problems first. DYMO Helpdesk - 1800 633 868.

- Machines that are identified to be faulty by the Helpdesk Operator are to be sent to the Newell Office Products DYMO Repair Centre 1-11 Keysborough Ave, Keysborough, VIC, 3173.
- A full description of the problem that has occurred is to be included.
- Proof of purchase must be provided for warranty claims.
- For warranty claims within the extended warranty period, the Certificate of Extended Warranty that is obtained when registering the product needs to be provided.
- Either a Repair Information Sheet, or a covering letter with your name and contact details is to accompany the repair.
- For warranty claims, the Repair Technician will repair/replace/upgrade and send back to the customer.
- For non-warranty repairs a quote for the repair/replacement will be sent to the customer for payment before the machine is repaired/replaced and sent back to the customer.

Replacement Machines

Where the machine is outside of the warranty period and replacement parts are no longer available, a current model upgrade machine will be offered for purchase at a special price.

Please Note:

- Newell Office Products will not make a "loan" machine available when a machine is being repaired.
- All machines for repair are to be returned to Newell Office Products with adequate packaging. Newell Office Products will not accept liability for goods damaged in transit from the customer, due to inadequate attention to packaging.
- Newell Office Products aims for a 5-10 working day time frame for the repair and return of all machines, but cannot guarantee this should unforeseen circumstances arise.
- This warranty is subject to the following conditions:
 - The machine has been used strictly in accordance with the operating instructions supplied with the machine;
 - The machine must be returned to Newell Office Products with freight / postage pre-paid. Newell Office Products does not accept responsibility for postage / freight of machines being returned by the customer, or for loss or damage during transit;
 - This warranty is invalid if the defect is caused by accident, misuse, alteration or neglect.

Model Warranty Period

Model	Warranty Period
Manual Embossers	1 year
LetraTag	2 years
LabelManager	2 + 1 year
LabelPoint	2 + 1 year
LabelWriter 400 series	2 + 1 year
RHINO	1 year