



Abbott Company  
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## Ink Jet Fluids Product Warranty

Abbott Company warrants that our industrial ink products ("Products") are suitable for use in industrial printing systems and will be free from defects that could directly damage these systems. Our warranty: is for one (1) year from the day we ship the Product to the end user ("Warranty Period"), is non-transferrable, and covers normal use and storage of the Products.

If you make a warranty claim, you must return the Product to Abbott Company; freight prepaid, and provide a written statement describing the nature and date of failure. Abbott Company, without charge, will repair or replace the Product if we determine in our reasonable judgment that the Product was defective within the Warranty Period.

If you claim that a printhead is damaged due to the use of a Product, we reserve the right to have the printhead sent directly to us for examination. If we determine that the printhead was damaged due to the use of our Product, we will pay reasonable and customary charges (i.e., the average wholesale price) for the repair of the printhead and, if we request, you shall allow us to perform these repairs ourselves. You may also ask us to repair the printhead, which we will use commercially reasonable efforts to do if requested. If we determine that our Product did not damage the printhead, you shall be responsible for the cost of shipping the printhead back to its original location.

Upon receipt of a Product warranty claim, we will attempt to respond and correct any defect within five (5) business days.

OUR WARRANTY DOES NOT COVER: (1) A DEFECT WHICH WE DETERMINE RESULTED FROM AN IMPROPER USE OR APPLICATION OF A PRODUCT; (2) PRODUCTS WHICH HAVE BEEN DAMAGED, SUBJECTED TO ABNORMAL USE OR OPERATION, OR WHICH HAVE BEEN IMPROPERLY INSTALLED OR MAINTAINED; OR (3) ANY DAMAGE TO THE BODY OF A PRINthead OR TO ANY PIEZOELECTRIC TRANSDUCERS. IN THE EVENT OF A GOOD WARRANTY CLAIM, WE WILL REPAIR, REPLACE, OR REFUND THE PURCHASE PRICE PAID FOR THE DEFECTIVE PRODUCT AND/OR THE COST TO REPAIR OR REPLACE THE APPLICABLE PRINthead (BUT NOT THE BODY THEREOF), AND IN NO EVENT WILL ABBOTT COMPANY BE LIABLE FOR ANY LOST PROFITS, LOST BUSINESS, LOST USE, LOST DATA, BUSINESS INTERRUPTION, OR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, EVEN IF WE HAVE BEEN ADVISED OF THEIR POSSIBILITY.

THE FOREGOING IS OUR EXCLUSIVE WARRANTY LIABILITY AND YOUR EXCLUSIVE REMEDY RELATED TO ANY DEFECTIVE PRODUCT, INCLUDING ANY RELATED PRINTING SYSTEM. THE EXPRESS WARRANTIES MADE IN THIS AGREEMENT ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, OR ORAL, AND WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, OR OTHERWISE, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF FITNESS OR MERCHANTABILITY.

## WARRANTY STATEMENT

*For more information or warranty service call 262-522-3222*