

WARRANTY CLAIM FORM

Media Sciences, Inc. warrants that its solid ink sticks and color toner cartridges are suitable for use in the intended models of printers and are free of defects that could cause damage to these printers. Should it be shown that a printer is damaged owing to the use of Media Sciences products, Media Sciences will pay reasonable and customary charges for the repair, or provide an equivalent new or refurbished printer. This warranty does not cover damage to the product or a printer caused by accident, abuse, misuse, natural disaster, human error, unauthorized disassembly, repair, or modification.

Media Sciences, Inc. defines reasonable and customary charges as the standard rate for service as defined by the printer manufacturer.

Media Sciences will require the following to validate a warranty claim:

- An Authorized Service Provider call sheet, invoice and the light stripes test page printed at the time of failure.
- If the print head is replaced, MSI must receive the print head along with the call sheet, invoice and light stripes test page printed at the time of failure.
- Should the repairs be made by an OEM technician and the print head be kept by the technician as a core return, Media Sciences, Inc. will evaluate the failure using the light stripes test page printed at the time of failure for warranty coverage. If repairs are made by other than an OEM technician, and the print head is replaced, the print head must be returned to Media Sciences for testing and evaluation to verify the failure.

The Authorized Service Provider call sheet, invoice, light stripes test page and print head, if replaced, must be received by Media Sciences, Inc within sixty (60) days for international customers, and twenty (20) days for domestic customers, from the date of the service call as stated on the Service Providers call sheet.

Media Sciences' test laboratory will complete the failure analysis testing within forty eight hours of receipt of warranty claim form and support documentation as stated above.

To begin the claims process, a Media Sciences, Inc. warranty claim form must be initiated. The form is available online at http://www.mediasciences.com/pdfs/Claim_Form.pdf or by calling Media Sciences, Inc. at (1-877-257-7746).

Today's Date: _____

End User Company: _____ Company Contact _____

Company Address: _____

Phone Number: _____ Problem Start Date: _____

Dealer: _____ Phone Number: _____ Contact: _____

Distributor: _____ Phone Number: _____ Contact: _____

Printer Model Number: _____ Serial Number: _____ Page Count: _____

Age of Printer: _____ Xerox Ref. Number: _____

Service Provider Name: _____ Phone Number _____

Ink Lot Numbers & Brand: _____

How long has the customer been using Media Sciences Ink? _____

Please attach this form with the service provider's invoice, service log sheet and the light stripes test page.

If the service provider is *not* an OEM, the print head must also be returned with this documentation

Please note: Xerox's criteria to fail a printhead in the field requires 8 or more weak or missing jets in one color. A Xerox® printer that does not meet this criteria should have the print head returned to Xerox for their laboratory evaluation. If the service provider is *not* Xerox and the printer meets the NXTI failure criteria the printhead should also be returned with this documentation



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08/2005