

# HARDWARE WARRANTY AND PRODUCT SUPPORT FOR YOUR XEROX DOCUPRINT P1210

## UNITED STATES AND CANADA ONLY

### One Year Limited Hardware Warranty

If you are not satisfied with the performance of the Xerox DocuPrint P1210 covered by this Xerox warranty, Xerox warrants that, upon your request, it will be repaired or replaced, at your option, during the warranty period.

This warranty applies only to the first end-user purchaser of a Xerox DocuPrint P1210 unit that is purchased and used in the United States or Canada. It is not valid for subsequent purchasers. The warranty period for your Xerox DocuPrint commences on the date you purchased it and expires one year thereafter.

**Important: this warranty applies only to Xerox units purchased and used in the United States or Canada. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or province to province.**

### Proof of Purchase:

To obtain a replacement or repair, proof of purchase is required. Within 10 days of purchase, register on-line at [www.xerox.com](http://www.xerox.com) or complete and mail the enclosed registration card to Xerox Corporation, attn.: Team XRX, PO Box 9604, Webster, NY 14580. You can also fax your registration card to 1 800 594 5023. When you make your claim, you must present your original receipt or bill of sale to establish your date of purchase.

### If you have a problem with your unit

Many of the problems may be resolved using the documentation provided with your unit (check the Trouble Shooting section). Other sources for help include: 1. Xerox website [www.xerox.com](http://www.xerox.com); 2. "Fax back" service answers to commonly asked questions — available via 1 800 TEAM XRX (1 800 852 6979) 24 hours a day, 7 days a week; 3. Our trained, Customer Support Representatives at 1 800 852 6979, available 8 am-8 pm EST M-F, 11 am-5 pm EST Saturday. Before you call, please be ready to provide the serial number, date of purchase and a description of the problem.

### How is a replacement obtained?

Our replacement program is the easiest and quickest way to provide you with a fully operational unit. Upon your authorization to accept a replacement unit and with appropriate security (credit card authorization - Mastercard, Visa or American Express), we will, at no cost to you, promptly ship a unit to replace your unit. The replacement unit we ship to you may be reconditioned by Xerox. The unit that needs service must be packed and returned to us. Upon receipt, we will release your credit card security.

### How is warranty repair service obtained?

If you prefer that we repair your unit instead of replacing it with another unit, our Customer Service Representative will explain how to obtain repair service under this warranty. Please save the original packaging materials to facilitate shipment.

### What must you do?

Your unit is designed to perform with minimum amount of user maintenance. You are, however, responsible for the required user maintenance described in the user documentation provided with your unit. (This required user maintenance includes replacement of the print cartridge, clearing paper misfeeds, cleaning the unit and other routine and preventative maintenance.)

### What the warranty doesn't cover

This warranty covers only defects in materials and workmanship provided by Xerox and does not cover equipment damage or malfunction from misuse, abuse, accident, act of God, defect in non-Xerox supplies, use with incompatible hardware or software, or non-Xerox alteration, modification or upgrade. Improper return shipping, packaging or shipping damage is not covered, unless the unit is packaged and shipped in accordance with Xerox Service Access Center. Replacement of the ink jet cartridge and other supplies are customer maintenance responsibilities and are not covered by this warranty.

### Replacement and repair are your only remedies

Your only remedy under this warranty is the replacement or repair of your eligible unit as described above. Neither this warranty nor any other warranty, express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose, shall extend beyond the one year warranty period. Under no circumstances shall Xerox be liable for any special incidental, indirect or punitive damages or for any consequential damages, even if Xerox knows or is informed that such damages are possible.

**Important:** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

No reseller is authorized to modify the terms of this warranty. Any additional warranty offered by a reseller is the sole responsibility of that reseller.

### Service after your warranty expires

When your one year warranty expires, you can obtain Xerox Post Warranty coverage by calling 1 800 TEAM XRX (1 800 852 6979). We recommend you call 90 days prior to warranty expiration to ensure continuous service coverage.



## CONGRATULATIONS ON YOUR PURCHASE!

In order to provide you with proper support, and keep you apprised of new information (such as performance enhancement tips and new product announcements), we ask that you register your Xerox DocuPrint P1210 within ten (10) days of purchase.

### Register your DocuPrint P1210:

- **ON-LINE** at [www.xerox.com/warranty](http://www.xerox.com/warranty) or
- **FAX** to 1-800-594-5023 or
- **U.S. Residents FOLD** and **MAIL** this completed, postage-paid registration card.

**IMPORTANT! Canadian Residents please do not mail.**

Please type or print clearly in ink.

Mr.    Mrs.    Ms.    Other \_\_\_\_\_  
 First Name \_\_\_\_\_ MI \_\_\_\_\_ Last Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Street \_\_\_\_\_ Apt./Suite No. \_\_\_\_\_  
 City \_\_\_\_\_ State/Prov. \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_  
 Home Phone Number \_\_\_\_\_ Business Phone Number \_\_\_\_\_  
 Place of Purchase \_\_\_\_\_ Date of Purchase \_\_\_\_\_  
 E-mail Address \_\_\_\_\_  
 Serial Number \_\_\_\_\_  
 VD8- \_\_\_\_\_

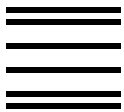
## UNITED STATES AND CANADA ONLY

1. Will your DocuPrint P1210 be located in the home?  
 Yes                       No
2. What is the primary use of your DocuPrint P1210?  
 Business                       Personal
3. What type of business are you in? (eg. Insurance, Real Estate, Consultant, Etc.) \_\_\_\_\_
4. How many employees are in your business?  
 1     2-5     6-10     11-50     50+
- 5a. Is this your first printer product purchase?  
 First     Replacement     Additional
- 5b. If a replacement purchase, please indicate manufacturer:  
 HP     Epson     Canon     Lexmark     Olivetti  
 Xerox     Other \_\_\_\_\_
6. Where did you learn about the Xerox DocuPrint P1210?  
 Newspaper Flier/Ad     Magazine Review     Friend/Colleague  
 Internet/Website     Magazine Article     Store Salesperson  
 T.V.     In Store Display     Catalog  
 Reseller/Distributor     Other \_\_\_\_\_
7. Which 3 factors most influenced your buying decision?  
 Features                       Price                       Performance  
 Warranty                       Service Options                       Referral  
 Brand Name                       Copy/Print Quality                       Ease of Use  
 Store Associate                       Other \_\_\_\_\_
8. What operating systems are you using?  
 Windows 95                       Windows NT 4.0                       Mac OS  
 Windows 98                       Windows 2000                       Other

9. Additional Comments: \_\_\_\_\_

Thank you for providing this information.  
 Xerox® The Document Company®, the digital X® and DocuPrint P1210® are trademarks of XEROX CORPORATION.  
 721P56300

**Warranty Registration**



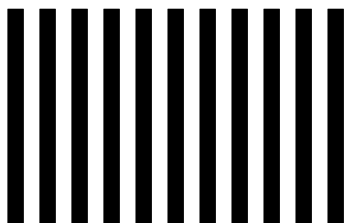
**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 444 ROCHESTER, N.Y.

POSTAGE WILL BE PAID BY ADDRESSEE

Xerox Corporation  
Attn: Team XRX  
P.O. Box 9604  
Webster, NY 14580-9851



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



# XEROX DOCUPRINT

## Warranty Card



**DOCUPRINT P1210**

Please Tape