



Epson Helpdesk – 0860 33 77 66
customer.service@epson.co.za

Epson Service Centre – 0861 727 727
warranty@partserve.co.za

Terminology:

“DOA” Dead On Arrival, out of box failure within 14 calendar days of purchase.
“POP” Proof of purchase, tax invoice issued by retailer upon product purchase.

Points to Note:

- Returned units must be packaged just as they were delivered (include full packaging and ancillaries). Credit will not be passed if packaging and ancillaries are not included.
- The warranty period is valid from date of first purchase.
- Externally caused damage, use outside specification, modifications and use of non-genuine inks voids this warranty.
- *To view the full warranty, periods, terms, and conditions, visit –
https://www.epson.co.za/en_ZA/support

Warranty Period:

Home Printer Range – one year or *30 000 pages	Office Printer Range – one year or *50 000 pages
Photo Printer Range – one year or *3 000 pages	Business Printer Range – one year or *200 000 pages
Mono Printer Range – one year or *100 000 pages	Projector Warranty – two years (*12 months lamp warranty)

*Extended warranty available upon registration –
<https://www.epson.co.za/promotions/extended-warranty>

EPSON DOA PROCESS (FIRST 14 CALENDAR DAYS OF PURCHASE)

- 1) **The end user (customer)**, upon finding the product defective within (14) days of the purchase date can follow the following three (3) options.
 - a. Contact the Epson Helpdesk on 0860 337 766 for South Africa and +27 11 201 7730 for rest of Africa or
 - b. Can directly visit the retailer to manage the DOA troubleshooting on their behalf or
 - c. Email customer.service@epson.co.za and an Epson Helpdesk agent will contact them.
- 2) **The retailer**, upon having a customer return a faulty printer to the store within 14-days of purchase,
 - a. Checks POP to confirm the product has failed within 14 calendar days.
 - b. Performs troubleshooting tests instore to confirm if it is a hardware fault.
 - c. If faulty, the retailer exchanges the defective unit from their own stock (to the end user).
 - d. Retailer notifies Prima Interactive – customercare@primainteractive.co.za - within 7 days to collect.
– send copy POP, copy refund/exchange, product serial number, and fault description.
- 3) **Prima Interactive**, upon receiving notification within 7 days of instore swap.
 - a. Confirms DOA acceptance by sending store credit authorisation reference.
 - b. Upon receipt of retailers’ return PO or RFC document arranges collection via RTT Courier.
 - c. Credit note passed to store in respect of collected unit once faulty unit is received at warehouse.
- 4) If outside the Republic of South Africa, defective units will be on hold at the reseller/distributor awaiting further instructions from Epson on how to dispose of them.
- 5) DOA claims older than 30 Calendar days after purchase date will **NOT** be accepted.

EPSON WARRANTY PROCESS (AFTER 14 CALENDAR DAYS OF PURCHASE)

- If a problem is experienced (14) days after the purchase date, the product must be assessed by Epson's Service Partner – Partserve and may **NOT** be replaced or credited. (Only Epson Helpdesk or Partserve personnel can authorise a CPA refund/credit).
- 1) **The end user (customer)**, upon finding the product defective (14) days after the purchase date can follow the following four (4) options.
 - a. Contact the Epson Helpdesk on 0860 337 766 for South Africa and +27 11 201 7730 for rest of Africa.
 - b. Can directly visit the retailer to manage the repair on their behalf.
 - c. Opt to walk-in to a Partserve Service Centre (Epson's Service Partner) – www.partserve.co.za
 - d. Email customer.service@epson.co.za an Epson Helpdesk agent will contact them.
 - 2) **The retailer**, upon finding the product defective (14) days **after** the purchase date must follow the following process.
 - a. Checks POP to confirm the product is within warranty. The Retailer may call the Epson Helpdesk should they wish to have the extended warranty confirmed.
 - b. Retailer to log a repair request via Partserve's Online Job Tracker - <https://ojt.partserve.co.za/>
 - c. Retailer is make the necessary arrangements to deliver the Epson unit to the closest Service Centre. See Repair Centres below or log onto www.partserve.co.za
 - d. Defective units will be repaired under the Epson warranty guidelines and timelines:

In-warranty repair, turnaround time is 21 working days from receipt of unit.

Out-of-warranty, turnaround time is 21 working days depending on availability of parts and acceptance of Partserve's Service Centre repair quote. Any repairs more than 21 working days must be escalated to customercare@epson.co.za

- e. When the repair is completed, Partserve will return the unit to the retailer.
- f. Customer/retailers contact details (email address & contact number) supplied at the time of the call being logged will be utilised for updates / progress of the repair.

ESCALATION AND COMPLAINTS PROCESS

Contact Epson Customer Care team on 0861 727 727 or email customer.care@epson.co.za

Subject line to state either *Complaint* or *Escalation*, include job reference, POP, serial number, and summary.

EPSON SERVICE CENTRE

PARTSERVE CHANNEL SUPPORT (www.partserve.co.za)

Johannesburg – 011 201 7777

16 Milkyway Avenue, Linbro Business Park, Sandton, 2090

info@partserve.co.za

Cape Town – 021 555 4419

Unit A4, Spearhead Business Park, Montague Gardens, 1739

ct@partserve.co.za

Durban – 031 502 3290

Unit 18 Island Business Park, 23 Flanders Drive, Mount Edgecombe

dbn@partserve.co.za

Bloemfontein – 051 433 1687

Unit 1, McHardy Avenue, Brandwag Park, Brandwag

blm@partserve.co.za

Port Elizabeth (Gqeberha) – 041 365 0371

80 Hurd Street, Newton Park

pe@partserve.co.za

For additional queries please contact:

Prima Interactive Customer Care

Tel: 011 549 2320/1/2

Email: customercare@primainteractive.co.za