

Warranty Information for the EPSON ColorWorks Series

Bring-in Warranty / On-site Warranty / Claim Processing

What is covered by the Epson Warranty?

This warranty covers the EPSON product with all EPSON parts. With this warranty, EPSON guarantees that the device is free of manufacturing and material defects that affect or prevent the functional operation of the device, provided that the instructions given in the user manual enclosed with the device upon purchase are carefully adhered to and the product's maximum capacity is not exceeded. This warranty does not include replacement parts and their exchange, such as ink cartridges.

This warranty covers the correction of all damages or defects of the device occurring during the warranty period and qualifying under this program by replacement or repair of the device. The replaced device or replaced parts become the property of EPSON. All material and labour costs shall be borne by EPSON. This warranty is limited to the European Union, Switzerland and Liechtenstein as well as all Eastern European countries.

Which standard warranty term does EPSON offer?

The warranty term begins with the purchase date of the device. All warranty claims sent directly to the EPSON Service Centre within the warranty period will be accepted. The warranty ends 12 months after the purchase of the device, even if warranty services were rendered during that time.

What is CoverPlus? (Additional warranty)

Epson CoverPlus packs extend the standard warranty services. These services vary by product and CoverPlus pack purchased.

- Extension of the manufacturer warranty
- Modified or additional services from sending in (bring-in) the device to on-site services (pick-up by our authorized service partners)

The CoverPlus option can be purchased from the EPSON Store or from an EPSON retailer / distributor.

The registration for the warranty extensions purchased from the EPSON Store is done online via the EPSON Store. If you purchase a warranty extension from a retailer / distributor, you will receive a registration number. Please register your CoverPlus here www.epson.eu/warranty

How does EPSON handle warranty claims?

Warranty claims must include proof of purchase (sales receipt) and all required information about the date of purchase, the seller and the serial number of the device in order to be accepted. EPSON may request submission of the original sales slip.

Each claim for warranty services must be called in by phone to the EPSON Service Centre. The purchaser is asked to check the device using the integrated diagnostics programs or to correct error messages based on instructions given by phone. Repair or replacement services will only be provided if the defect cannot be corrected remotely.

Please contact your regional Service desk for all warranty claims:

Epson Hotline: Belgium +32 27920447
Netherlands +31 207085099
Luxembourg +35 227860692

Our specialists will provide phone support or arrange an appointment for on-site warranty services.

ColorWorks C3500	ColorWorks C7500
<p>Bring-in Warranty: The customer sends the device to the EPSON Service Centre for repair within the warranty period. Mailing costs are borne by the customer.</p> <p>On-site Warranty: The service will be performed as pick-up service by an authorized service centre.</p> <p>For Bring-in or On-site warranty services please contact your regional EPSON Service Centre at:</p> <p>Belgium +32 27920447 Netherlands +31 207085099 Luxembourg +35 227860692</p>	<p>Bring-in Warranty: The customer sends the device to the EPSON Service Centre for repair within the warranty period. Mailing costs are borne by the customer.</p> <p>On-site Warranty: The service will be performed as on-site or swap service by an authorized service centre.</p> <p>For Bring-in or On-site warranty services please contact your regional EPSON Service Centre at:</p> <p>Belgium +32 27920447 Netherlands +31 207085099 Luxembourg +35 227860692</p>
<p>WARRANTY EXTENSIONS</p> <p>RTBS - Bring-in warranty CP03RTBSCD54 CW-C3500 3J RTBS CP04RTBSCD54 CW-C3500 4J RTBS CP05RTBSCD54 CW-C3500 5J RTBS</p> <p>OSSW - On-site service CP03OSSWCD54 CW-C3500 3Y OSSW* CP04OSSWCD54 CW-C3500 4Y OSSW*</p> <p>*In Belgium, the Netherlands and Luxembourg, OSSW is performed as pick-up service.</p>	<p>WARRANTY EXTENSIONS</p> <p>RTBS - Bring-in warranty CP03RTBSCD84 CW-C7500 3Y RTBS</p> <p>OSSW - On-site service CP01OSSWCD84 CW-C7500 1Y OSSW* CP03OSSWCD84 CW-C7500 3Y OSSW* CP04OSSWCD84 CW-C7500 4Y OSSW* CP05OSSWCD84 CW-C7500 5Y OSSW*</p> <p>CP1EOSSWCD84 CW-C7500 1Y OSSW* Extension</p> <p>*In Belgium, the Netherlands and Luxembourg, OSSW is performed as pick-up service.</p>
<p>You can check your warranty status at https://warrantycheck.epson.eu/.</p>	

What is excluded from the warranty coverage?

Excluded from this warranty are defects and damages caused by improper use, incorrect setup or installation, outside influences such as damages in transit, damages caused by impact or shock, or repairs and modifications performed by unauthorized third parties.

Deinstallation, installation, application, network and driver software support are not included in the warranty service.

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