

Warranty & Replacement Policy

A reference framework for defining coverage and handling a replacement review. Final written product and order terms control.

DOCUMENT STATUS

Procurement reference edition / 11 September 2026. Not a final approved model datasheet, certificate, quotation or contractual warranty. Confirm the exact SKU, sample and written order terms before purchase.

01 / Define coverage before order

Consumer Electronics & Mobile Power and industrial ribbon entries propose 24 months. AI Core Hardware and other configurations need their own approved coverage. These are reference terms, not a blanket warranty. Confirm duration, start date, remedy and responsible support party in writing.

02 / Identify the product and channel

Provide the final SKU, serial or batch, invoice, purchase date, seller, destination and a description of the fault. The live warranty checker uses registered serial and private QR verification records. Missing records require manual review and do not prove a product invalid.

03 / Review evidence

For charging products, provide operating conditions and device configuration. For ribbons, provide printer model, settings and print evidence. For aviation media, provide agreed sample, storage history and scan/read test records.

04 / Await a return decision

Do not ship a return until a responsible support contact confirms the case, return destination and instructions. Replacement eligibility, logistics and costs depend on the written order terms.

05 / Regional coordination

Local assistance depends on actual verified partner availability. An application or demonstration portal account is not evidence of authorization.

06 / Keep the traceable record

Retain the request reference, photos, batch identity, review outcome and written resolution. No shelf-life or scan guarantee should be inferred from the proposed warranty period.