

COMPATIBLE CARTRIDGES DO NOT VOID THE OEM PRINTER WARRANTY OR MAINTENANCE AGREEMENTS

Under no circumstances may any company or associate, salesperson or service technician deny service or warranty work that would otherwise be covered under the warranty program.

LEGAL REFERENCES

MAGNUSON-MOSS WARRANTY IMPROVEMENT ACT

United States Code Annotated
Title 15 Commerce and Trade
Chapter 50 Consumer Product Warranties
15 Section 2302

- 1.) "(c) No warrantor of a consumer product may condition his written or implied warranty of such product on the consumer's using, in connection with such product, any article or service (other than article or service provided without charge under the terms of the warranty) which is identified by brand, trade or corporate name."
- 2.) "Tie-in-sales provisions are not allowed. Such a provision would require a purchaser of the warranted product to buy an item or service from a particular company to use with the warranted product in order to be eligible to receive a remedy under the warranty. The following is an example of **prohibited** tie-in sales provisions.

In order to keep your new Plenum Brand Vacuum Cleaner warranty in effect, you must use genuine Plenum Brand Filter Bags. Failure to have scheduled maintenance performed, at your expense, by the Great American Maintenance Company, Inc., voids this warranty."

For further information contact: Federal Trade Commission, Consumer Response Center. Washington, D.C. 20580

COMPANY REFERENCES

Hewlett Packard's Policy on Use of Non-HP Toner Cartridges*

"The use of non-Hewlett Packard toner cartridges does not affect either the warranty or any maintenance purchased from HP. However, if an HP Laserjet printer failure or any printer damage is found to be directly attributable to the use of any non-HP product, the repair will not be covered under the warranty or HP maintenance contract. Hewlett-Packard can not recommend use of non-HP cartridges, either new or remanufactured, because they are not HP products and HP can not influence or control their quality."

**Reprinted from the HP Installation Guide*

Lexmark's Policy on Third Party Cartridges*

It should be noted that Lexmark will stand behind its printer warranty. even when a third party cartridge is used. However. if Lexmark determines that a third party cartridge caused the printer failure that led to the warranty call, then Lexmark will not repair the printer free of charge.

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