

WARRANTY TERMS

When you purchase a Brother printer or multifunction centre through authorised channels and use genuine Brother consumables, you receive the assurance of our full warranty commitment, supported in South Africa by **Taropa Technologies (Pty) Ltd** ("Distributor") on behalf of **Brother International South Africa (Pty) Ltd** ("Brother").

Our warranty covers your Brother device according to the product category, warranty type, and fair usage conditions defined below. No registration is required — your warranty activates automatically upon purchase.

All warranties apply **only to products sold and distributed within South Africa**.

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1. Warranty Overview

Taropa Technologies (Distributor), acting on behalf of Brother SA (OEM), provides a structured and transparent warranty framework designed to ensure maximum product reliability and customer satisfaction. This warranty includes clear guidelines for:

- Standard Parts-Only Warranty
- Long Life Consumables (LLC) Warranty
- Dead On Arrival (DOA) Reporting
- Warranty Parts Claim Procedure
- Trade Parts Policy (Post-Warranty Support)
- LLC Return Goods Authorisation (RGA) Process

All processes are designed to ensure fair treatment, efficient claim handling, and accountability at every level — from Dealer to OEM.

2. Standard 3-Year Parts-Only Warranty

Overview

The following Brother business-class devices are covered under a **3-Year Parts-Only Warranty**:

- MFC-L5715DW
- MFC-L6915DN
- MFC-L9630DN

This warranty covers the replacement of defective parts only and excludes labour, travel, and incidental costs associated with repairs. Replacement parts are supplied according to the OEM's service manual definitions.

Warranty Activation

The warranty period begins from the **date of the final invoice** in the supply chain:

- OEM → Distributor
- Distributor → Dealer
- Dealer → End User / Finance House

The final invoice date determines the official start of the warranty period.

Coverage & Exclusions

Covered:

- Replacement of failed components identified as defective due to manufacturing fault.

Excluded:

- Labour and service fees
- Long Life Consumables (covered separately)
- Damage caused by misuse, improper installation, or non-genuine supplies

3. Long Life Consumables (LLCs) – Premium Protect Warranty & Fair Usage Policy

Premium Protect Coverage

LLCs (such as fusers, belts, drums, and toner cartridges) are covered under a **Premium Protect Warranty** that remains valid throughout the product's lifecycle. Coverage is usage-based, not time-limited.

Fair Usage Policy (FUP)

To ensure fair and transparent cost management:



- **Less than 10% Remaining Life** → Dealer cost.
- **More than 90% Remaining Life** → Distributor replacement at no charge.
- **11–84% Usage** → Pro-rata cost-share between Dealer and Distributor.

If print coverage exceeds **5% per page**, consumable lifespan may be adjusted to maintain fair usage accounting.

4. DOA (Dead On Arrival) Process

Reporting Period

Devices that are non-functional upon delivery must be reported as DOA **within 7 calendar days** of the final invoice date.

Verification & Approval

1. A **certified engineer** must first attempt a repair.
2. If the issue persists, the device must be returned to the Distributor for evaluation.
3. Upon verification that the device is indeed DOA, Taropa will issue a **replacement unit or credit note**.

This ensures that only legitimate DOA claims are approved.

5. Warranty Parts Claim Procedure

A standardised process applies to all warranty-related part replacements:

1. **Assessment**
 - A certified engineer diagnoses the fault and identifies the defective component.
2. **Submission**
 - Dealer submits a completed **Warranty Request Form** and a **nil-value Purchase Order (PO)** to Taropa.
3. **Logging & Tracking**
 - Distributor logs the claim into the ERP system and opens a service call.
4. **Issuance**
 - The verified replacement part is issued and collected from Taropa's Distribution Centre.
5. **Proof of Repair**
 - Dealer must provide supporting documentation (service reports, diagnostic logs, installation record).
6. **Defective Part Retention**



- The defective part must be retained by the Dealer for **6 months** post-claim closure for possible audit.
7. **Case Closure**
- The Distributor issues a nil-value invoice to finalise the claim record.

This ensures full traceability, accountability, and transparency.

6. Trade Parts Warranty Policy (Out-of-Warranty Repairs)

Scope

Trade Parts are supplied when devices fall outside the standard warranty period.

Coverage

- **Duration:** 90 days from Taropa invoice date.
- **Covered:** Manufacturing defects and functional failures under normal conditions.
- **Excluded:** Wear and tear, power damage, improper handling, and external causes.

Claims

- Must be reported within the 90-day window.
 - Defective part returned for evaluation.
 - If confirmed defective, a **replacement or credit** will be issued.
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7. LLC Return Goods Authorisation (RGA) Process

Procedure

1. Dealer purchases replacement LLC at full value.
 2. Dealer submits **RGA Request Form** with the following:
 - Certified Engineer Job Card
 - Sample printout
 - Printer settings & Maintenance 77 report
 - Proof of purchase for LLC and device
 3. Taropa reviews the claim and issues an **RGA Approval Document** if valid.
 4. Dealer retains the defective LLC for **6 months** post-claim.
 5. Once approved, a **Fair Usage Credit** is applied to the Dealer's account (no cash refunds).
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8. General Warranty Conditions

- Warranty covers **manufacturing defects** only.
 - Excludes: misuse, neglect, accidents, power surges, acts of nature, insects, non-genuine consumables, or unauthorised service.
 - Repairs may use **refurbished parts**; this does not extend the warranty period.
 - Taropa/Brother are not liable for **data loss** resulting from service.
 - If a device is inspected and found in working order or outside warranty conditions, reasonable costs (travel, labour, transport) may be charged.
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9. Consumer Rights – South African Consumer Protection Act

If you are a **consumer** as defined under the **Consumer Protection Act 68 of 2008 (CPA)**, your statutory rights apply in addition to this policy.

Under the CPA, should any Brother product fail to meet the implied warranty of quality, you are entitled within **6 months of delivery** to request a repair, replacement, or refund (subject to CPA provisions).

For further information, please refer to:

www.gov.za/documents/consumer-protection-act

