

# NASHUA QUALITY GUARANTEE

## Transaction Supplies

### 100% Customer Satisfaction Guarantee

The products we recommend are carefully selected and have undergone extensive performance analysis prior to introduction. NASHUA warrants its products are free from defects in material and workmanship, meet or exceed OEM (Original Equipment Manufacturer) performance, and will offer full replacement or credit for products that we supply which are defective and returned by the customer.

NASHUA also warrants that its products will not cause excessive or abnormal wear to the print mechanism. However, under the following conditions, NASHUA will bear the cost of service and repair of machines which are damaged, excluding normal wear and tear, by use of our products.

1. Signed documentation from a service representative stating abnormal wear can be established as a direct result of exclusive and continuous use of NASHUA products.
2. Reasonable precautions have been taken in the handling, storage, and use of NASHUA products.
3. Report of such damage is reasonable and prompt.



**NASHUA**

Park Ridge, IL 60068  
Customer Service (800) 323-4265

# You Have the Right to Use the Supplies of Your Choice

## Have you heard these statements before?

"I will have to void the warranty on your equipment because you're not using the equipment manufacturer's brand of supplies," or "I will have to charge you for the service call because you're not using the equipment manufacturer's brand of supplies." Tell them it is not legal!

## Tell your rep

Tell your rep it can be illegal to require or force the owner of equipment to use only the equipment manufacturer's brand of supplies. To make this requirement can be a violation of the Sherman and Clay Anti-trust Acts.

## Don't be intimidated!

Don't be intimidated by sales and service reps. Let them know that an equipment manufacturer cannot legally require, either in writing or orally, that an equipment owner or lessee, like you, exclusively purchase supplies, or any other products, from them. In order to make this kind of requirement legal, they must conclusively demonstrate and prove that other brands are incompatible with their equipment.

## Show them this statement

Show this statement to anyone who insists on voiding a warranty or charging you for a service call because they found that you were not using the equipment manufacturer's brand of product. Protect your right of choice.

