

Warranty

We hereby guarantee that Pelikan products are perfectly designed to meet the specific requirements of relevant devices such as printers, photocopiers, fax machines and typewriters and to ensure the smooth running of these devices.

In the event that the product you have acquired develops a fault during the warranty period, this warranty grants you the right to receive a working replacement from Pelikan.

In the unlikely event that the proper use of a product is shown to have caused damage to the device you are using, Pelikan will compensate you for such damage in accordance with the rules governing product liability.

The warranty period is three years for the whole Pelikan printer supplies range; in all cases the warranty period begins on the date of sale.

In the event of a claim under this warranty, please send the defective product to the address indicated below. You will then receive a new replacement product free of charge.

Should your device have become damaged, please describe the circumstances leading up to this, indicating the name of our product which you used and that of the related device.

Important:

Use of Pelikan products does not fundamentally influence the statutory guarantee of the printer manufacturer for his devices. Do not be swayed if you are denied these rights because you did not use products of the device manufacturer.

