



Ktek Products & Systems, Inc.

The cartridges being supplied by Ktek to OfficeMax are manufactured in California by PTI. Ktek, also a California Company, is both (a) a California Certified Small Business, and (b) a Certified Disabled Veteran Owned Business, supplying Toner Cartridges manufactured in California for sale to State of California Colleges and Universities supported by California Taxpayers.

Customer Pledge Laser Cartridge Limited Warranty

KTEK Products and Systems (KTEK) warrants each Laser Cartridge ("Cartridge") sold by it to be free of defects in both material and workmanship under normal use and service for a period of 12 months from the original date of purchase. This warranty does not apply to Cartridges, which have been altered, damaged, improperly stored or installed or subjected to abuse or abnormal operation.

In the event this Cartridge fails during the warranty period, repackage the Cartridge in its original or comparable container, together with print samples and a brief description of the problem. Obtain a return authorization, using the e-mail address shown below, and return it following the instructions given. KTEK will, at its option, subject to reasonable verification of the defect, replace the defective Cartridge with a replacement Cartridge or refund the full purchase price paid for the Cartridge. Further, in the event that any Cartridge found to be defective causes damage to any compatible laser printer for which the Cartridge was designed for use, KTEK will reimburse you for the cost of repairs required to correct such printer damage. Reimbursement of such costs is conditioned upon your providing (1) satisfactory evidence that the damage occurred during the warranty period, (2) satisfactory evidence that the Cartridge was the actual cause of the damage, (3) a copy of the service report showing the name and address of the company performing the repair, (4) the original itemized invoice for the repairs performed, and (5) the signed statement of the company performing the repairs, either on the service report or separately on the company's letterhead, stating that the damage to the printer was caused by the Cartridge.

KTEK'S LIABILITY UNDER THIS WARRANTY IS LIMITED TO REPLACEMENT OR REFUND, AND IN THE CASE OF DAMAGE TO THE PRINTER, REIMBURSEMENT, AS PROVIDED ABOVE. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND SETS FORTH YOUR SOLE AND EXCLUSIVE REMEDIES IN CONNECTION WITH SUCH WARRANTIES.

IN NO EVENT SHALL KTEK BE LIABLE FOR ANY COLLATERAL, CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES ARISING OUT OF OR CONNECTED IN ANY WAY WITH THE USE OR LOSS OF USE OF ANY CARTRIDGE.

NOTICE TO CONSUMERS Some states do not allow the exclusion or limitation of incidental or consequential damages or implied warranties, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other legal rights which vary from state to state.