



ISO
14001:
2015

ISO-IEC
19752

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19798

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24711

MADE IN
EUROPE

ENGINEERED
IN
GERMANY

100%
KOMPATIBEL
COMPATIBLE

1. VOLUNTARY KMP GUARANTEE

KMP AG provides consumers with a voluntary, free two-year manufacturer's guarantee on KMP ink cartridges and KMP toner cartridges. Consumers are natural persons who purchase the product primarily for private use. The warranty period begins upon the consumer's purchase of the product. The date of purchase, as evidenced by a suitable proof of purchase, shall be decisive.

2. STATUTORY RIGHTS OF THE CONSUMER

This warranty is in addition to the statutory warranty rights against the seller. If the goods are faulty, the consumer may exercise these statutory rights free of charge. They are neither restricted nor replaced by the KMP warranty. Other statutory claims, in particular those under the Product Liability Act, also remain unaffected.

3. WARRANTY PROVIDER

KMP AG
Pfarrer-Findl-Straße 40
84307 Eggenfelden
Germany
E-Mail: info@kmp.com

KMP AG – Complaints
GLS-Depot Straubing
c/o KMP AG / Complaints
Sachsenring 35, 94315 Straubing, Germany

Warranty claim form:

The warranty claim form can be found on our website under 'Downloads' or via the following link:
<https://www.kmp.com/en/downloads/>

SERVICE-HOTLINE: +49 (0) 180 2020800

[The charge for calls to 01802 numbers from the German fixed-line network is 6 ct call, from the wireless German phone network max. 42 ct/minute.]

4. SCOPE AND EXCLUSIONS

The warranty covers defects that arise during the warranty period and result in the product failing to fulfil the characteristics or functions specified in the relevant product or item description when used as intended. The warranty does not cover the normal consumption of ink or toner, nor normal wear and tear resulting from use. Also excluded are damage or malfunctions attributable to the following causes:

- improper use or storage;
- failure to observe the instructions for use, storage or safety;
- external influences for which KMP is not responsible.

5. SERVICES IN THE EVENT OF A WARRANTY CLAIM

KMP will replace the defective product free of charge. If the original model is no longer available, KMP will provide a replacement or successor product that is technically equivalent and suitable for the same intended purpose. The service will be provided within a reasonable period of time following notification of the defect and without causing significant inconvenience to the consumer. Mandatory statutory claims arising from a manufacturer's warranty remain unaffected.

A warranty claim does not restart the two-year warranty period. For a replacement product, the remaining warranty period of the originally purchased product applies. Statutory provisions regarding the limitation period remain unaffected.

6. MAKING A CLAIM VIA THE RETAILER

KMP distributes its products through resellers. To make a claim under the KMP warranty, the consumer should, as a general rule, submit their complaint to the retailer from whom they purchased the product. The retailer will handle the matter with KMP.

The complaint must be accompanied by suitable proof of purchase showing the date of purchase and the product, as well as a brief description of the fault. A copy of the proof of purchase is sufficient. A specific warranty form is not required.

KMP remains the guarantor and the party liable for warranty claims. The consumer retains the right to assert these claims directly against KMP. If the retailer can no longer be contacted, refuses to handle the claim, or if dealing with the retailer is unreasonable, the consumer may contact KMP using the contact details set out in clause 3 to proceed with the claim.



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6. MAKING A CLAIM VIA THE RETAILER (CONTINUED)

Direct returns to KMP may only be made following prior consultation with KMP or in accordance with return instructions from the retailer that have been agreed with KMP. In such cases, the return address and shipping method will be provided. Please do not send any products to KMP unsolicited. The mere absence of prior consultation does not invalidate an existing warranty claim.

A complaint submitted to the retailer shall be deemed to have been notified to KMP for the purposes of this warranty as soon as it is received by the retailer. Any delays in forwarding the complaint shall not be at the consumer's expense.

7. COSTS AND SHIPPING

In the event of a valid warranty claim, KMP shall bear all costs necessary to fulfil the warranty, including the necessary transport, labour and material costs. If the product needs to be returned, a shipping method at no cost to the consumer will be arranged as part of the coordination process under clause 6.

8. ASSESSMENT OF THE WARRANTY CLAIM

KMP may inspect the product in question to determine whether a warranty claim applies, and may require the product to be made available or returned for this purpose. Statutory rules on the burden of proof and presumptions in favour of the consumer remain unaffected. If a warranty claim is rejected, KMP will inform the consumer of the reason via the retailer or, in the case of direct handling, directly.

9. GEOGRAPHICAL SCOPE

This warranty applies to KMP ink cartridges and KMP toner cartridges sold to consumers within the European Union.

10. TRANSITIONAL ARRANGEMENTS

For purchases made before 27 September 2026, the warranty terms and warranty periods agreed at the time of purchase shall remain in force. For purchases made on or after this date, these warranty terms shall apply. Any further binding warranty commitments, in particular those arising from relevant advertising prior to or at the time of conclusion of the contract, remain unaffected.

In the event of a warranty claim, please always contact the retailer from whom you purchased the product. If it is not possible to resolve the matter through the retailer, you can contact us at:

SERVICE-HOTLINE: +49 (0) 180 2020800

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Valid for purchases made on or after 27 September 2026