



Brother Customer Satisfaction Guarantee **1st January – 31st March 2011**

- This Brother UK Ltd (BUK) satisfaction guarantee is your assurance that if, within 30 days, you are not totally satisfied with your purchase you are entitled to return the product to the original place of purchase and receive your money back.
- This guarantee is available to all consumers purchasing a qualifying product from 1st January to 31 March 2011 inclusive from a Brother Authorised Dealer within the United Kingdom, details of which are available by telephoning 0845 606 0626.
 - **Qualifying Products**
 - HL-5240L, HL-5340, HL-5350DN, HL-5370DW, HL-5380DN
 - DCP-9010CN, MFC-9120CN, DCP-9270CDW, MFC-9320CW
 - HL-3040CN, HL-3070CW
 - DCP-9042CDN, DCP-9045CDN, MFC-9450CDN, MFC-9840CDW
 - DCP-9055CDN, MFC-9460CDN, MFC-9465CDN, MFC-9970CDW
 - HL-4040CN, HL-4050CDN, HL-4070CDW
 - HL-4140CN, HL-4150CDN, HL-4570CDW, HL-4570CDWT
- This promotion is only valid on direct from manufacturer new products sourced as in Clause 2. Refurbished machines, second-hand machines, any machine acquired from commercial leasing, hire purchase or similar arrangements and any machines sourced via the internet from a company not registered in the United Kingdom do not qualify; in addition any machines acquired free of charge as part of any promotion supported direct or indirect by BUK are ineligible: in all circumstances it is the responsibility of the claimant to check the validity of the supplier.
- Should you wish to enforce this satisfaction guarantee please request a return/refund by contacting your Brother Authorised Dealer direct within 30 days of date of purchase who will discuss your reason for return and arrange for BUK to issue an authorisation number which must be quoted on all further correspondence.
- To request a return/refund the Brother Authorised Dealer must complete a return form, which can be obtained from www.brother.co.uk/customersatisfaction. The completed form should be returned to BUK via email to CSG@brother-uk.com within 30 days from the original date of purchase, any delay in submission will be the sole responsibility of the Reseller and/or the consumer.
- The date of the suppliers invoice acts as the date of purchase, no refund can be actioned unless proof of purchase can be provided, BUK reserve the right to ask for invoice and delivery detail and will refuse to honour this satisfaction guarantee should documentation not be submitted when requested or if documentation is out of time.
- The total refund will be the amount shown on the supplier's invoice less any previous claims including cash back and any relevant promotions or offers as verified by BUK.

- The product should be packaged and ready for collection from the address submitted on the request form on the agreed date; BUK will arrange and pay the transportation costs for the returned product.
- BUK only accepts **complete** (including toner cartridge/drum, manuals, cd's etc) and undamaged returns in their original packaging. If the product is found to be incomplete or damaged on arrival at BUK, including excessive usage of toner, the product will be returned and the refund declined.
- BUK will not be liable for any refund that is refused or delayed due to incomplete documentation or due to any negligence or error of the claimant or any third parties including but not limited to loss in transit.
- On receipt of product, BUK will check if any promotions have been claimed on the product and deduct these monies from the subsequent refund to the Brother Authorised Dealer; **BUK will not be liable for any monies refunded prematurely to the consumer by the Brother Authorised Dealer which do not take promotional pricing into consideration.**
- This guarantee is open to all consumers aged 18 or over, except employees of the promoters and their immediate families, its resellers, commercial lease partners, financial institutions and agencies or anyone else connected with the creation and administration of the guarantee.
- BUK reserves the right to change the content or terms of the guarantee without notice and with no liability to any parties.
- In all matters relating to this guarantee, the decision of BUK will be deemed as final and binding.
- This guarantee is governed by the laws of England and Wales.

Promoter: Brother UK Ltd, Shepley Street, Audenshaw, Manchester. M34 5JD.