

**LANKAFIX / SMARTFIX VERIFIED™
STANDARD GENUINE TONER WARRANTY TERMS & CONDITIONS**

Issued & Administered By:

Smart Office (Private) Limited

(Operating the LankaFix & SmartFix Verified™ platforms)

IMPORTANT NOTICE:

This warranty is provided solely by Smart Office (Pvt) Ltd.

This is NOT a warranty issued, endorsed, or administered by any OEM brand

(including but not limited to Canon, HP, Brother, Samsung, Lexmark, Xerox, etc.)

Applicable To:

All Genuine / Original Toner Cartridges sold under the LankaFix / SmartFix Verified™ program, regardless of brand.

Coverage Region: Sri Lanka

Effective From: Date of QR Registration / First Verification Scan

Last Updated: 2026

1. WARRANTY OVERVIEW

Smart Office (Pvt) Ltd provides a standard limited manufacturing warranty for genuine toner cartridges distributed via the LankaFix / SmartFix Verified™ system.

This warranty supplements and does not replace rights under Sri Lankan consumer law.

2. WARRANTY PERIOD

- 90 Days Manufacturing Warranty



- Starts from date of QR registration / first scan
- Includes 4 Working Days Pickup & Replacement Service (subject to eligibility)

3. WHAT IS COVERED

- Manufacturing-related toner defects only
- Toner leakage due to factory defect
- Print quality failure caused by internal cartridge fault
- Excessive backgrounding due to toner defect
- Cartridge not detected due to internal failure
- Abnormally low page yield caused by manufacturing defect

4. PAGE YIELD DISCLAIMER

Page yield is approximate and varies based on printer model, coverage, settings, and environment.

Yield variation alone does not constitute a defect.

5. WHAT IS NOT COVERED

- Refilling, remanufacturing, modification
- Physical damage or mishandling
- Incompatible or modified printers
- Electrical or environmental damage
- Normal wear and tear
- Fully consumed toner
- Improper storage
- Tampered QR codes or serials

6. WARRANTY ELIGIBILITY REQUIREMENTS

- QR code must be intact and scannable
- Serial must match Smart Office records
- Evidence of defect must be provided
- Cartridge must be returned for inspection if requested
- Proof of purchase may be requested

7. WARRANTY CLAIM PROCESS

Step 1 – Verify via QR

Step 2 – Submit defect images and details

Step 3 – Pickup scheduled within 24 working hours

Step 4 – Technical inspection

Step 5 – Replacement or rejection with explanation

8. 4-WORKING-DAY SERVICE TIMELINE

Timeline starts only after pickup completion, full documentation submission, and claim approval.

9. REPLACEMENT POLICY

- Replacement only
- Same or equivalent model (subject to availability)
- No cash refunds

10. FAIR USE, FRAUD & MISUSE

- Non-transferable
- One claim per serial



- Fraudulent or abusive claims may be rejected

11. RESELLER-SPECIFIC TERMS

- Bulk serial registration
- Priority claim handling
- Dedicated support
- Analytics access

12. LIMITATION OF LIABILITY

Smart Office is not liable for printer damage, business loss, downtime, or indirect damages.

Maximum liability is limited to replacement of the defective cartridge only.

13. DATA & PRIVACY

Data collected is used solely for verification, logistics, and warranty processing.

14. LEGAL GOVERNANCE

Governed by the laws of Sri Lanka.

Disputes subject to Sri Lankan courts.

15. CONTACT DETAILS

Hotline: 077 044 0404

WhatsApp: 071 988 8848

Website: www.lankafix.com

SMARTFIX VERIFIED™

One Standard Warranty. All Brands.

Issued by Smart Office (Pvt) Ltd.