

Toner Guarantee

POLICIES AND PROCESSES



ACS Group Lifetime Guarantee – Compatible and Remanufactured Cartridges

ACS Group warrants that all compatible and remanufactured cartridges sold are free from defects in design, assembly, and workmanship throughout their useful life. These products are covered under our lifetime guarantee.

If a cartridge is found to be defective, ACS Group will replace it free of charge. If troubleshooting is unsuccessful, we will issue a credit or refund. To be eligible for a replacement or credit, customers must provide evidence of the fault along with the cartridge's batch code. At our discretion, we may request the return of the defective product for inspection and evaluation.

Under normal use and storage conditions, our cartridges are guaranteed to deliver professional-quality print results and meet the advertised page yields. They will not cause damage, abnormal wear, or void the OEM warranty of the printer, fax machine, or copier. This warranty does not cover damage caused by accident, misuse, excessive force, natural disasters, human error, or unauthorised disassembly, repair, or modification.

If it is demonstrated that a printer has been damaged due to the use of an ACS Group cartridge, we will cover all remedial costs, including parts and labour, or the purchase of a replacement printer. An invoice or receipt must be provided as evidence of the work undertaken.

Where necessary, ACS Group may commission an independent engineer to assess the printer. We will cover all associated costs if this is deemed the only reasonable solution. This warranty is conditional upon the customer providing satisfactory evidence that the failure was due to a defect in an ACS Group cartridge. This includes a written statement and report from an authorised service company, confirming that no other non-original consumables were used.

Please note:

This guarantee applies only to ACS Group compatible and remanufactured products. Genuine OEM products are covered by the respective OEM manufacturer's warranty.

All associated components (e.g., drums, fusers, printheads), whether supplied by ACS Group or not, must be in full working order and within the manufacturer's recommended lifespan.

Page yields are based on the industry standard of 5% coverage. High-density printing (e.g., block colours or photographs) may reduce yields and will not be considered a product fault.

ACS Group will replace affected printers with an identical or similar model at a comparable cost, applying a proportional discount based on the printer's duty cycle, pages printed, and age. A purchase invoice must be provided.

ACS Group reserves the right to appoint an independent engineer only after all other viable options have been exhausted. We are not liable for third-party engineer costs arranged directly by the customer, nor do we guarantee agreement with their findings.

If it is determined that a non-ACS Group consumable or another worn part caused the fault, based on evidence provided by the attending engineer, associated costs will be passed on to the customer.

The lifetime guarantee is subject to manufacturer expiry dates and firmware updates, which are beyond our control.