

Satisfaction Guarantee



Appvion Operations, Inc. guarantees your satisfaction with Appvion direct thermal products. If you are dissatisfied with Appvion products when used in their intended use/application, we will help you resolve the problem, replace the product or refund its cost.

Appvion Direct Thermal Paper - Simply Guaranteed!



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Printhead Warranty



Appvion direct thermal products are fully warranted for any damage or malfunction that occurs to any printhead that is in excess of the normal wear. In the unlikely event Appvion's thermal product is the sole cause of damage to the printhead or other parts of the thermal equipment, Appvion will assume liability for such damage and will at its option and its expense repair or replace the damaged parts. Any damage that results from abuse, neglect or use of Appvion's thermal products in the equipment for which they were not intended, voids all warranties. Requests for warranty disbursement must be accompanied by a signed statement from a qualified technician, on his letterhead stating when periodic maintenance had been performed on the equipment, the quantity of documents normally imaged on the machine between periodic maintenance service calls, and the estimated printhead life, given usage.



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