



Updated 30 Sep 2013

## Limited Warranty Policy

for pen tablets

(Bamboo Pen, Bamboo Fun, Bamboo Manga, Intuos4, Intuos5, Intuos, Intros Pro)

Region: Asia Pacific

Wacom Co., Ltd. warrants the product, to the original consumer purchaser, to be free from defects in materials and workmanship under normal use and service for a period of one (1) year, from the date of original retail purchase, as evidenced by a copy of the receipt (proof of purchase).

The Software is licensed "as is." Wacom makes no warranty with respect to its quality or performance or others. Wacom cannot guarantee you uninterrupted service or the correction of any errors. Wacom also makes no warranty for consumable items such as battery, pen cartridges, tablet surface sheet and nibs.

Upon discovery of a defect in the product, except in the Software, within the Warranty Period, the warranty holder must contact the original place of purchase to obtain instructions for returning the product for repair or replacement. Wacom and its partners are not obligated to reimburse unauthorized prepaid shipment.

The warranty holder is under no obligation to pay for shipment charges between the original place of purchase and the place of repair or replacement.

Wacom's sole obligation and entire liability under this warranty shall be, at Wacom's option, either the repair or replacement of the defective product or parts thereof of which Wacom is notified during the Warranty Period.

Wacom shall have no responsibility to repair or replace the product if the failure of the product has resulted from force majeure including but not limited to fire, natural disasters, accident, and act of god; intentional or accidental abuse, misuse, negligence, unauthorized modification or repair, usage of this product in a fashion other than as explained in the user's guides, or if the product has been handled or stored other than in accordance with Wacom's storage instructions.

Any descriptions, drawings, specifications, samples, models, bulletins, or similar material, used in connection with the sale of the product, shall not be construed as an express warranty that the product will conform or comply with your requirements.

EXCEPT FOR THE LIMITED WARRANTY DESCRIBED ABOVE, THERE ARE NO OTHER WARRANTIES MADE BY WACOM ON THIS PRODUCT. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY WACOM, ITS DEALERS, DISTRIBUTORS, AGENTS, OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY, AND YOU MAY NOT RELY ON ANY SUCH INFORMATION OR ADVICE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM COUNTRY TO COUNTRY.

WACOM LIMITS THE DURATION OF ANY LEGALLY IMPLIED WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE DURATION OF WACOM'S EXPRESS WARRANTY. SOME COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.



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NEITHER WACOM NOR ANYONE ELSE WHO HAS BEEN INVOLVED IN THE CREATION, PRODUCTION, OR DELIVERY OF THIS PRODUCT SHALL BE LIABLE FOR ANY DIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION AND THE LIKE) ARISING OUT OF THE USE OF OR INABILITY TO USE SUCH PRODUCT, EVEN IF WACOM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

In the event that any of the above limitations are held unenforceable, Wacom's liability for any damages to you or any party shall not exceed the purchase price you paid, regardless of the form of any claim.

This Limited Warranty is valid for and only applies to products purchased and used inside the countries and territories of Asia Pacific excluding Japan, the People's Republic of China, Hong Kong, and countries in the Middle East.

This Limited Warranty is a statement of the current warranty policy of the Asia Pacific Division of Wacom Co., Ltd. and takes precedent over all other warranty statements contained in packaging, brochures, manuals, etc.

This Limited Warranty is governed by the laws of Japan and is subject to change without prior notice.

Warranty Service / Wacom Technical Support in Asia Pacific (except Japan, the People's Republic of China, Hong Kong, and countries in the Middle East)  
Detailed Asia Pacific Limited Warranty policy and product registration may be found online at <http://www.wacom.asia/customer-care>

To obtain technical support or Warranty service within Southeast and South Asia, Oceania and Taiwan, please contact the Wacom Customer Support Service. Phone numbers can be found here: <http://wacom-wapcc.com/inquiry/create>

Should you have any questions about this Agreement, or if you desire to contact Wacom for any reason, please contact from the site below  
<http://wacom-wapcc.com/inquiry/create>



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## Wacom Asia Pacific Contact information

For Technical Support contact your local Wacom Office, or Wacom Asia Pacific Contact Center directly or email via inquiry form website:  
<http://wacom-wapcc.com/inquiry/create>

### **Asia Pacific Department**

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