

Limited Warranty Information

Sanford, L.P. for its DYMO brand of products (“DYMO”) warrants to the original end user purchaser that its DYMO label makers, printers, and scale products purchased in the United States of America (“Product(s)”) will be free from defects in materials and workmanship for the warranty durations in the chart below from the date of purchase or delivery (whichever occurs later).

1 YEAR WARRANTY

- Rhino™
- LabelManager®
- LetraTag®
- Embossers
- Scales

2 YEAR WARRANTY

- LabelWriter®

3 YEAR WARRANTY

- XTL™

Because DYMO cannot control the quality of Products sold by unauthorized sellers, including unauthorized online marketplace sellers, this warranty applies only to Products that were purchased from DYMO or a DYMO authorized seller in the United States, unless otherwise prohibited by law. DYMO reserves the right to reject warranty claims for Products purchased from unauthorized sellers (including unauthorized online marketplace sellers).

This warranty does not cover normal wear and tear; accidental damage; damage to any computer or other devices connected to the Product; damage to or loss of data, programs, records, or other information; damage caused by misuse, alteration, or neglect; and damage caused by the use of non-DYMO, third-party labels.

Troubleshooting:

For the majority of inquiries, navigating to <https://help.dymo.com/> should provide you with the appropriate assistance you need. In the Customer Service area, you will find information about your DYMO Product, articles with answers to the most commonly asked questions and troubleshooting guides.

You can also contact the DYMO Consumer Care where an associate will help you to determine the exact nature of the problem and advise you what to do next. In the United States, please call 877-724-8324 or use the [Dymo Contact US form](#).

Warranty Claim Process:

1. **Contact Us:** If you believe your product has a defect, reach out to us. You can either fill out the [Dymo Contact-Us form](#) on our website or call our **Consumer Care** team at **877-724-8324**.
2. **Describe the Issue:** When you get in touch, describe the problem you're facing with your product. Be as detailed as possible about the alleged defect.
3. **Proof of Purchase:** We'll ask you to provide proof of purchase and delivery. This helps us verify when and where you bought the product and when you received it. You can upload this in the Contact Us form.
4. **Product Photos:** You'll also need to upload or send us photos of your product. These images help us understand the issue better. You can upload this in the Contact Us form.
5. **Troubleshooting:** Once we have gathered all the necessary details regarding your inquiry or the issue you are experiencing, our representative will guide you through a series of steps to help address the problem and work to ensure that your device functions properly. If the troubleshooting steps do not resolve the issue, you can proceed to making a warranty claim.
6. **Repair or Return:** Depending on the situation, we might ask you to mail your product to us for repair. If so, our Consumer Care team will give you a **Return Merchandise Authorization (RMA) number**. Please write this number on the outside packaging. You're responsible for shipping costs to us, but we'll cover the return shipping back to you.
7. **Shipping Tips:** Use a shipping method that allows you to insure and track your shipment. We recommend it to avoid any issues during transit.
8. **Authorized Mailing:** Only send products to us with an **RMA number**. Follow our instructions for mailing to our warranty department.

Remember, don't send products to us without prior authorization and an RMA number. We'll review and process your warranty claim based on the product you provide. Thank you for choosing our products!

Remedies Under This Warranty:

DYMO may replace or repair a defective Product that is covered by this warranty. If the item that is the subject of the warranty claim is discontinued and thus no longer available, DYMO will replace your item with the most comparable item currently manufactured. Should DYMO be unable to provide a replacement, the purchase price based on the proof of purchase provided will be refunded.

Disclaimers:

There are no warranties which extend beyond those stated herein. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. UNDER NO CIRCUMSTANCES SHALL DYMO BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT, OR STRICT LIABILITY. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

Purchasing From Authorized Sellers:

If you have any questions about whether a seller is authorized, contact us via the [DYMO Contact Us form](#) or by calling us at 877-724-8324.

Requesting a Copy of This Warranty:

If you would like a physical copy of this Limited Warranty, feel free to print this webpage or call us at 877-724-8324, and we'd be happy to send you a copy. Please note that the information you share with us here is for internal use ONLY and is not sold or distributed outside the company. [Click here](#) for detailed information on our privacy policy. This warranty supersedes any warranty statements that may be printed in product manuals or product packaging.

Last Updated: May 17, 2024

Warranty FAQs

1. What is a marketplace seller?

The term “marketplace seller” refers to an individual or organization that sells products to end users on an online marketplace platform, such as Amazon, Walmart, or eBay.

2. Who is an authorized marketplace seller?

An authorized marketplace seller refers to a seller or vendor who has been granted official permission or authorization by Newell Brands to sell DYMO products on a specific online marketplace platform. If you have any questions about how to buy from our authorized sellers, please [Contact Us](#) using the form or call us at 877-724-8324.

3. What is an unauthorized seller?

An unauthorized seller refers to an individual, business, or entity that sells products without the proper authorization or approval from Newell. These sellers operate outside the authorized distribution channels established by Newell, often obtaining products through diversion or other unauthorized means. Unauthorized sellers are not subject to Newell’s important quality measures and customer service standards.

4. Why buy from authorized sellers?

Purchasing from authorized sellers offers several crucial benefits, including but not limited to:

- **Product authenticity and quality assurance:** Authorized sellers provide genuine, brand-new products. They are subject to quality standards and customer service standards and are best equipped to ensure that items are free from damage or other quality issues.
- **Trust and customer confidence:** Unauthorized sellers may misrepresent products, leading to negative customer experiences. When you buy from authorized sellers, you can trust that you are getting what you paid for.
- **Consistent and accurate service:** Authorized sellers follow guidelines for product handling and customer service. Whether you shop online or offline, shopping from our authorized sellers helps ensure you will receive consistent and accurate support and assistance.

5. What is covered by this warranty?

This warranty provides that DYMO label makers, printers, and scale products purchased in the United States of America from authorized sellers are free from material and workmanship defects for the warranty durations set forth in the warranty statement.

6. What is not covered by this warranty?

- **Normal wear and tear:** Any indications of regular wear resulting from standard usage over time.
- **Accidental damage:** Incidental occurrences and accidental damage.
- **Damage to connected devices:** Damages inflicted upon other devices connected to the product.
- **Data loss:** Loss of data, programs, or other information.
- **Misuse, alteration, or neglect:** Damage from not following proper handling procedures or alteration or neglect.
- **Non-DYMO Labels:** Damage caused by the use of labels from brands other than DYMO.