

RICOH '3-For-Free' Customer Promotion

Promotion Terms & Conditions v1.0_301024_EN

These Terms and Conditions shall prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials. Please retain a copy for your information.

Promoter

PFU (EMEA) LIMITED, a company incorporated in England (Registration number 01578652) whose registered office is at Belmont, Belmont Road, Uxbridge, Middlesex, UB8 1HE, United Kingdom.

Definitions

Term	Definition
Customer	Any Person who has purchased a new Qualifying Product for their own personal or business use who is not employed or engaged by or otherwise connected to PFU, its Distribution or Reseller Channel, RICOH, Fujitsu, or any individual professionally connected to the promotion.
Claimant	A Customer who participates in this promotion by submitting a Claim using the Claim Form.
Claim	A claim for a Reward made by means of a Claim Form completed and submitted by a Customer.
Claim Form	The online claim form relating to this Offer on the claims website: https://ricoh-3-for-free.pfuemea3.com/uk/#claim-form
PFU	PFU (EMEA) LIMITED, a company incorporated in England (registration number 01578652) whose registered office is at Belmont, Belmont Road, Uxbridge, Middlesex, UB8 1HE, United Kingdom.
Qualifying Country	A country listed in Section 2 below.
Qualifying Product	As defined in Section 3 below.
Person	Means an individual aged 18 years or over, a firm, a company or any other body of persons whether corporate or incorporate.
Promotion Period	As defined in Section 4 below.
Privacy Policy	PFU's current Privacy Policy, a copy of which is available at: https://www.pfu-emea.ricoh.com/en-gb/privacy or https://ricoh-3-for-free.pfuemea3.com/uk/privacy
Reward	A Free Warranty Extension to 3 Years Warranty.

Promotion Offer

1. This offer (the "Offer") entitles customers who have purchased a Qualifying Product during the Promotion Period, to submit a Claim to receive a Reward, subject to these Terms & Conditions.

Qualification Criteria

2. This Offer is available to Customers who are located in one of the Qualifying Countries listed below, who have purchased a Qualifying Product during the Promotion Period, from a reseller or retailer located in a Qualifying Country listed below:

Andorra	Denmark	Isle of Man	Oman	South Africa
Austria	Egypt	Italy	Poland	Spain**
Bahrain	Finland	Kuwait	Portugal	Sweden
Belgium	France*	Liechtenstein	Qatar	Switzerland
Bulgaria	Germany	Luxembourg	Romania	United Arab Emirates
Channel Islands	Gibraltar	Malta	San Marino	United Kingdom
Croatia	Greece	Monaco	Saudi Arabia	Vatican City
Cyprus	Hungary	Netherlands	Slovakia	
Czech Republic	Ireland	Norway	Slovenia	

*France Includes: Martinique, Mayotte, Guadeloupe, French Guiana, Réunion, New Caledonia, French Polynesia, Saint-Pierre et Miquelon, Wallis et Futuna. **Spain Includes: Canary Islands, Balearic Islands.

Qualifying Products

3. This Offer is applicable to purchases of NEW Qualifying Products during the Promotion Period. It is limited to the products listed below, identified by their Part Numbers (“**Qualifying Products**”):

Product	Part Number
RICOH fi-8040	PA03836-B001
RICOH fi-8150	PA03810-B101
RICOH fi-8170	PA03810-B051
RICOH fi-7460	PA03710-B051
RICOH fi-7480	PA03710-B001

If the product you have purchased has a part number other than the part numbers listed above, then you have been supplied a ‘grey-import’ product from another region which is not a Qualifying Product and you will be ineligible for a Reward. In such circumstances, we suggest you contact your supplier and arrange to return the product and purchase a Qualifying Product in its place.

Promotion Period

4. This Offer is valid only for Qualifying Products purchased on or between these dates:
- Start date: 01/11/2024
 - End date: 31/03/2025

Window for Submitting a Claim

5. You must submit your claim within 30 days of purchase of a qualifying product.

Submitting a Claim

6. Claims must be submitted by a Customer who has purchased a Qualifying Product. PFU Partners, retailers, resellers, distributors or participating stockists may not submit Claims on behalf of their customers. The Offer is not transferrable to another person.
7. Proof of purchase in the form of a valid invoice showing the purchase date of the Qualifying Product and its part number, must be submitted with the Claim using the upload function on the online Claim Form or we will be unable to validate the Claim. If the proof of purchase is more than 1 page, please ensure all pages of the document are scanned and uploaded.
8. A separate claim may be submitted for every qualifying product purchased.
9. Any Claims submitted with missing, incorrect, invalid or false information will be declined and any duplicate Claims will be rejected.
10. All documentation submitted in connection with this Offer becomes the property of PFU and will not be returned. Submission of false, incorrect, misleading or fraudulent Claims or documentation may result in disqualification from this Offer and future PFU promotions and may result in the Claimant being subject to prosecution or claims brought by PFU.

Claim Process

11. To successfully claim a Reward, the Claimant must:
 - a. Meet the qualification criteria set out in these Terms and Conditions
 - b. Purchase a Qualifying Product from a reseller or retailer in a Qualifying Country
 - c. Submit your Claim at the correct time, in accordance with Clause 5 above
 - d. Go to the [Promotion Landing Page](#) online and enter the requested details on the Claim Form
 - e. Upload a copy of the valid invoice for the purchase of the Qualifying Product
 - f. Read and agree to these Terms & Conditions and the Privacy Policy
 - g. Consent to PFU collecting, storing and processing the data submitted with the Claim
 - h. Meet all the criteria detailed in these Terms & Conditions

Note: We recommend you check to ensure our emails are not blocked by email spam filters.

Claim Validation & Delivery

12. Shortly after a Claim is submitted, an email will be sent to the email address that was specified on the Claim form when it was submitted. This first email is confirmatory to notify the claimant that their Claim submission has been received. **Please ensure you check your spam folder to ensure you are not missing our email updates.**
13. Claims will normally be processed within 21 days of submission. Once a Claim is processed, an email will be sent to the claimant notifying them that their Claim has been Approved or Rejected based on the criteria detailed in these Terms & Conditions and if approved, confirmation that their warranty has been extended.

Exclusions & Invalid Claims

14. This offer is not available or applicable to:
 - a. Customers located in countries other than Qualifying Countries as specified in section 2.
 - b. Products purchased from resellers or retailers located in countries other than Qualifying Countries.
 - c. Employees of PFU, RICOH, Fujitsu or their immediate family members.
 - d. PFU Partners, their respective agents, any distributor, reseller, retailer, e-tailer or participating stockist, involved in the sale or rental of scanner products, services or solutions, or any individual professionally connected with the Offer (or members of their family or household).
 - e. If the Qualifying Product on which the Claim is based was purchased for resale, rental, lease or is resold, by the Claimant.
 - f. Used or refurbished products (e.g. purchased on eBay) that are not new products.
15. Return of the Qualifying Product in respect of which a Claim is made to the reseller, retailer or other person from which it was purchased, for whatever reason, following submission of a Claim will invalidate such Claim and entitle PFU to stop or cancel any fulfilment of a Reward and disqualify the Customer from making further Claims. Your statutory rights are not affected.
16. This Offer cannot be used in conjunction with any other PFU offer, discount or promotion, where pricing other than standard channel pricing has been offered to the Customer by PFU or via its resellers, retailers or other distributors.
17. PFU retains the right to invalidate any Claim, if after investigation, there is found to be fraudulent activities or other abnormalities in the supply chain from distributor to reseller to end user or on any other fact or matter deemed by PFU not to be in the spirit of the Offer.
18. Any Claim using the same name, company name, email address, postal address, telephone number or scanner serial number as another Claim, will be rejected as a duplicate Claim under clause 9.
19. Any Claim submitted with a proof of purchase that shows the product was purchased by the claimant, directly from a distributor, will be rejected under clause 14d.
20. Under no circumstances will PFU be able to process claims or fulfil any items offered in any previous promotions that have already expired. We can only process Claims and fulfil offered items for the current promotion.

Limitation of Liability

21. PFU is not responsible or liable for any technical, hardware, software, server, website, or internet service failures or damage of any kind that either prevents or otherwise obstructs the Customer from making a Claim or otherwise participating in this Offer.
22. Any tax liability arising from this Offer or any Claim made or Reward supplied to a claimant will be the responsibility of the claimant.
23. PFU may declare this Offer void where it is taxed, regulated, prohibited or restricted by applicable law. The decisions of PFU in respect of any and all aspects of this Offer will be final and binding.
24. PFU shall not be liable for any failure of any third party to fulfil its contractual obligations.
25. PFU reserves the right to cancel or amend this Offer or these Terms and Conditions, at any stage.

Other Legal

26. A Claim will only be approved and a Reward sent to the Customer upon satisfaction by the Customer of all the qualifying criteria and the Customer's obligations set out in these Terms and Conditions. By submitting a Claim, the Customer confirms their acceptance of these Terms and Conditions and the [Privacy Policy](#).
27. PFU reserves the right to closely monitor usage of the promotional website including users IP addresses, so that it may identify misuse and invalidate Claims if it has reason to believe that such Claims do not satisfy the qualifying criteria referred to in these Terms and Conditions or they have otherwise been breached.
28. This Offer and these Terms and Conditions will be governed by and construed in accordance with the laws of England and each party irrevocably agrees to submit to the exclusive jurisdiction of the English courts in relation to all disputes arising out of or in connection with this Offer and these Terms and Conditions.
29. These Terms and Conditions are drafted in English and have been translated into other languages using Machine Translation and AI. The English language version of these Terms and Conditions (and any notice or other document relating to these Terms and Conditions shall prevail where there is any conflict or inconsistency).

Customer Support

If you need help or have questions regarding this Offer or the status of a Claim, you can contact us via [Telephone or LiveChat](#).

Opening times are Monday – Friday, 09.00 – 17.00 local time and LiveChat available only when the LiveChat widget is displayed on the website.

Privacy Statement

PFU (EMEA) LIMITED "The Data Controller" takes the protection of your privacy very seriously. We will only use your personal information for the explicit specific purpose for which it was given and not share it with anyone else who is not acting on behalf of us without your permission. Your personal information may be shared with our partners and agents "The Data Processors" for customer administration, sales, marketing and research for products and services provided by PFU (EMEA) LIMITED. Your data will be protected both physically and electronically in accordance with The UK General Data Protection Regulation and only retained for as long as necessary.

For more details on how we process your personal information please view our [Privacy Policy](#).

Data Controller

PFU (EMEA) LIMITED
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UB8 1HE
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Data Processor

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TD1 3HE
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About PFU

RICOH document scanners are designed and manufactured by PFU LIMITED, a RICOH company. They are marketed and supported in Europe, Middle East and Africa by PFU (EMEA) LIMITED, a subsidiary of PFU LIMITED.