

Return Materials Authorization Process (RMA)

Purpose

The purpose of this document is to provide instructions and timelines for the Return Materials Authorization (RMA) process. This document will instruct the user on:

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Non-Defective Merchandise Non-defective merchandise due to customer order error or for customer convenience must be returned within 60 days of the invoice date in unopened, original packaging to be eligible for the RMA process.

Step	Action
1	Contact InkCycle, Inc. at 1-877-894-8387.
2	Ask to speak to the Technical Support Specialist.
3	Identify yourself.
4	Identify the product being returned. <ul style="list-style-type: none"> • Toner • Ink
5	Identify the order number for the product(s).
6	The Technical Support Specialist will provide: <ul style="list-style-type: none"> • A RMA number • Advise of the restocking fee <ul style="list-style-type: none"> • 15% on remanufactured and compatible products
7	Repackage the returned product(s) within 10 business days after the RMA number is issued.
8	Include an InkCycle packing slip with the returned products referencing the RMA number. Each RMA number is only valid for the return of the product and quantities authorized.
9	Clearly mark the outside of the package with the identifier "RMA" and the associated number.
10	Take to the nearest UPS location or give to your UPS driver.

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Defective Merchandise

Defective merchandise should be returned within one year from the date of the invoice. Returned cartridges will be inspected and analyzed for proper credit.

Step	Action
1	Contact InkCycle, Inc. at 1-877-894-8387.
2	Ask to speak to the Technical Support Specialist.
3	Identify yourself.
4	Identify the product being returned. <ul style="list-style-type: none"> • Toner • Ink
5	Communicate the issue(s) being experienced.
6	Identify the order number for the product(s).
7	The Technical Support Specialist will provide: <ul style="list-style-type: none"> • A RMA number • An electronic UPS Return Label
8	Repackage the returned product(s) within 10 business days after the RMA number is issued using the electronic UPS Return Label.
9	Include a sample test sheet to illustrate the nature of the defect.
10	Include an InkCycle packing slip with the returned products referencing the RMA number. Each RMA number is only valid for the return of the product and quantities authorized.
11	Clearly mark the package with the identifier “RMA” and the associated number.
12	Take to the nearest UPS location or give to your UPS driver.
13	Advanced replacements will be sent out and invoiced at the customer’s price and credit will be issued upon receipt and analysis of the defective product.
14	Cartridges received with 15% or less of toner or ink remaining will be considered empty and no credit will be issued.
15	Customers will be notified of the resolution within 10 business days of receipt.

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UPS Return Label

The UPS Return Label will be generated by Customer Care for the convenience of customers returning merchandise and will be sent via email.

Electronic Return Label Receipt

This letter includes a UPS return label and a receipt for your records.

Instructions

1. Print Label and Receipt. Select Print from the File menu in this browser window.
2. Retain this page as your receipt.
3. Follow the instructions on the second page to label and ship your package.
4. Take this package to a UPS location, to find your closest UPS location visit www.ups.com and select Drop-Off.

Receipt

**RETURN SERVICE
CUSTOMER RECEIPT**
MON FEB 26 00:00:00 EST 2007

SHIP TO: CUSTOMER CARE
9138948387
QUALITY ASSURANCE DEPARTMENT

11100 WEST 82ND STREET
LENEXA KS 66214

PACKAGE CONTENTS: MIXED INK

REFERENCE NO.1: RMA 13000

UPS GROUND TRACKING #: 1Z5264X29092441423
