

Procedure On Returned Goods

Exchange or Return of Goods:

A. Return of goods manufactured by Quality Printers & Cartridges will be accepted within seven (7) days from date of invoices, without a restocking fee.

Goods returned after this time will incur a restocking fee of 30%. This includes unwanted stock.

B. Incorrectly ordered goods and manufactured by Quality Printers & Cartridges may be returned, unopened, unmarked and undamaged to Quality Printers & Cartridges within seven (7) days from date of invoice without a restocking fee. Incorrectly ordered goods returned after this time will incur restocking fee of 30%.

C. Where goods have been incorrectly supplied, are faulty or have been damaged in transit, the Customer undertakes to notify Quality Printers & Cartridges within seven (7) days of receipt. Claims will not be accepted after this time.

D. Goods that are not faulty and are not manufactured by Quality Printers & Cartridges that are to be returned will be subject to the suppliers' return policy (see below for the procedure on returned defective goods) and a 30% restocking fee. Should the suppliers restocking fee be higher than 30%, the customer is liable to pay the higher restocking fee. This includes unwanted stock.

The following condition applies to all returned or exchanged goods (as above):

1. No refunds are provided. Only a credit will be applied to the customers' account should the supplier approve the returned goods.
2. The Customer will be responsible for all freight charges for goods returned under these conditions whether its within seven (7) days of receipt of goods or not. Freight will be charged in addition to the restocking fee.
3. Goods will only be accepted if unopened and undamaged.
4. Exchange or Return of goods manufactured by Quality Printers & Cartridges will only be accepted up to 6 months from date of invoice. Faulty products may be repaired or replaced with a discount according to quantity used. All other goods returned which is not a product manufactured by Quality Printers & Cartridges will be subject to the suppliers return policy. Credit note will only be valid for 12 months from date of credit provided and not refundable or transferable. Quality Printers & Cartridges is not responsible for any other costs, losses or damage whether directly or indirectly.

Procedure On Returned Defective Goods

Standard Terms and Conditions

- Freight on returned goods will not be credited back from Quality Printers & Cartridges.
- All consumables **MUST** have a print sample along with a supply status page (NO EXCEPTIONS) or credit will be denied. Without this we are unable to process the return to the vendor of the product.
- Once returned, defective items will be inspected and assessed for credit. Some items will need to be sent away to various vendors for assessment and will only be credited upon approval from the vendor. Please see below for more information

NOTE: You will have to re-order and pay for a replacement, in the meantime, whilst waiting for a credit.

Vendor Return/Warranty Procedures

Genuine Consumables:

Brother:

Brother requires all defective item claims to be sent away for evaluation. Brother requires a print sample and a supply status page with all consumables that are being returned. If a print sample and supply status page is not supplied then Brother will not accept your claim.

Once Brother has deemed the consumable to be defective Quality Printers & Cartridges will issue you a credit. Please note: This process may take up to 8 weeks to complete.

Canon:

Canon requires all defective item claims to be sent away for evaluation. Canon's defective consumables must weigh above the minimum return weight for approval. Canon Ink cartridges will be tested and checked against the fault claimed. Canon requires a print sample and a supply status page with all consumables that are being returned. If a print sample and supply status page is not supplied Canon will not accept your claim

Once Canon has deemed the consumable to be defective Quality Printers & Cartridges will issue you a credit.

Epson:

All Epson Inks have a 6 month warranty period from the date of the original invoice. Empty Epson consumables will not be accepted for credit. Credits will only be issued for original Epson product being returned.

Once Epson has deemed the consumable to be defective Quality Printers & Cartridges will issue you a credit.

Fuji Xerox

Quality Printers & Cartridges is not allowed to accept any return of defective Fuji Xerox product. The end user must contact the Fuji Xerox customer service centre on 1800 811 177 and follow the voice prompts to the Technical Support Team. If Fuji Xerox deems the customers claim to be substantiated, then the customer will be directed to forward the defective item to their nearest Fuji Xerox representative for assessment. If the item is deemed to be defective, Fuji Xerox will issue replacement stock.

Hewlett Packard:

Hewlett Packard (HP) will not accept any expired ink cartridges. Ink cartridges will also be checked against HP's minimum return weight. If a cartridge is below this weight, then HP will classify it as empty.

HP requires a print sample and a supply status page with all consumables that are being returned. If a print sample and supply status page is not supplied HP won't accept your claim.

Once HP has deemed the consumable to be defective Quality Printers & Cartridges will issue you a credit.

Kyocera:

Kyocera will only accept back defective Kyocera consumables. These will be weighed and tested for faults by the technicians. For any dead on arrival or defective consumables, you must contact Kyocera directly on 1300 658 348 for repair or replacement.

Lexmark:

All defective Lexmark consumables are to be returned back to Quality Printers & Cartridges at the customer's expense. Lexmark requires a print sample and a supply status page with all consumables that are being returned. If a print sample and supply status page is not supplied Lexmark won't accept your claim.

Lexmark toners and inks will be weighed and tested for faults by our technician.

Once Lexmark has deemed the consumable to be defective Quality Printers & Cartridges will issue you a credit.

Oki:

Quality Printers & Cartridges is not allowed to accept any return of defective OKI products.

The end users must contact the OKI Customer Service Satisfaction Centre on 1800 807 472 and follow the voice prompts to the Technical Support department. There the customer can discuss their issue with the Technical Support Team.

If OKI deems the customer's claim to be substantiated then the customer will be directed to forward the faulty item to their nearest OKI representative for assessment.

If the item is deemed to be defective, Oki will issue replacement stock.

Samsung:

This is in all relation to all Samsung hardware and consumables. If a Samsung item should fail to operate correctly within 14 days of the End User's purchase date, the customer will need to return the defective consumables back to Quality Printers & Cartridges at the customer's expense.

Once Samsung has deemed the consumable to be defective Quality Printers & Cartridges will issue you a credit.

Please note: This process may take up to 8 weeks to complete.

Non-Genuine Consumables:

This is a very simple and user friendly process. If you have a defective consumable all you need to do is call Quality Printers & Cartridges and they will have this picked up (Perth metropolitan area only. Outside this area, the customer must arrange the consumable to be returned back to Quality Printers & Cartridges at the customer's expense).

Quality Printers & Cartridges will give you a free replacement upon the first initial call. All non-genuine consumables require a print sample and a supply status page to be provided prior to the replacement being approved.

Please note: The replacement timeframe is within 1-2 working days, depending on stock and area the client is located.