

Thank you for choosing us for your empty cartridge needs!

All empty modules are carefully examined by specialist trained staff for possible damage and impairment and securely packaged for transport.

For ongoing quality improvement we require defect empty modules for fault analysis. **Any damage which occurs during return transport** prevents us from recognising the original complaint and thus avoiding this in the future. Please, therefore, package the empty modules to be returned securely for transport:

LIKE THIS PLEASE! Well packaged and padded.



NOT LIKE THIS! Badly packaged without padding.



You, too, as a recipient of empty toner cartridges and/or print cartridges benefit from this: you do, after all, want to receive as many useable modules as possible in a delivery of empty cartridges.

Please pack the complaint/return delivery

- with ink cartridges so that the metal parts of the cartridges do not touch during transport which could lead to damage and
- with toner cartridges so that particularly sensitive parts (e.g. flaps, sides etc) cannot break off during transport.

Thank you for your support!