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Building Better Refillers
Low Prices Just a Bonus

InkJetCarts Return Policies

InkJetCarts offers “self refilling kits” & “bulk inks” that require user skills acquisition for proper installation and functioning. InkJetCarts cannot possibly bestow our 25+ years of experience in refilling upon “every” customer. The reasons are varied in nature, from;

Some customers just want to save money to. Some customers just want a cheap replacement for factory cartridges.

InkJetCarts can provide technical support and train anyone to use our products efficiently, as we have refillers from children all the way to senior citizens that purchase from us.

Refilling by nature is in “most cases” an extreme venture and some printer manufacturers systems need to be overridden to enable refilling. Habits need to be acquired and new procedures need to be learned, which in most cases deviates from manufacturer procedures. Every printer is slightly different but all of them are very similar in functioning. InkJetCarts provides many technical support documents and provides toll free telephone & also email support. With over 30,000 systems sold worldwide and more than 500+ local area installations for a wide range of customers and 35+ different manufacturer’s printers used by InkJetCarts daily our only statement is that you can do this too. Troubleshooting is always a trust issue. When we assist you, we need as detailed & accurate information as possible on what “you” see. Sometimes we will require photos of a particular incident to “help us, help you”.

The following is our standard return policy

- 1) Inks are not returnable unless unopened and in original sealed packaging and shipped in a suitable manner to ensure successful return.
- 2) Cartridges that have been used are only returnable for defects. And will be replaced.
- 3) A 15% restocking fee is applied for all returns based on no longer desiring the product for any reason.
- 4) Returns for defects will be replaced with a serviceable unit.
- 5) Shipping and handling is non refundable for any reason. Returns for replacement will be reshipped at our expense.
- 6) All requests for returns should be initiated via email contact to above email address.
- 7) Our shipping address is above and we would appreciate an email on date of return with tracking (if applicable) and actual date of mailing.
- 8) InkJetCarts will inspect all returns for condition before issuing refunds.