

## Ink-Wise Prepaid Mailers

*Ink-Wise is a prepaid mailer product developed to provide consumers the option of being environmentally friendly by sending their empty cartridges to be remanufactured rather than purchasing new.*

Cartridges Are Us has been remanufacturing inkjet cartridges since 1997. All remanufacturing is done in house at our remanufacturing facility in Ithaca, Michigan. We remanufacture hundreds of thousands of inkjet cartridges per month. The fact that the readers of Recharger Magazine voted us #1 in Inkjet Quality demonstrates our record of producing high quality product.

### Reasons to sell Ink-Wise

#### **#1: It's Easy!**

End users send in their empties, and we send a high-quality remanufactured replacement. You don't have to hassle with drop shipping orders to the customer, and we do all of the processing for you!

#### **#2: It's good for the environment**

This program offers consumers a wonderful opportunity to be environmentally friendly! They can be part of the green movement by choosing to recycle their empties and use remanufactured inkjets.

#### **#3: We make it easier to track cartridges - so you don't get as many unnecessary support calls.**

Our goal is to make it easier for you and your customers to track the progress of a cartridge. The goal is to cut down on the number of support calls you get because customers don't know where their cartridge is.

We provide a web-based tracking tool that you can put on your website. Your customers or your support reps can simply visit your site, open the tool, and type in a tracking code to get a progress report. Alternatively, customers can visit [Ink-Wise.com](http://Ink-Wise.com) to track a cartridge.

The progress report will tell the user (1) if the mailer arrived at our facility, (2) if it is being processed, and (3) if it was mailed back to the customer.

And to make life even easier for your support staff, we even provide a toll free Ink-Wise Help Line. Your customers can call to ask questions about their mailer or cartridge.

#### **Contact our Customer Service Team with any questions:**

By Phone: (888) 525-2322

By Fax: (989) 875-8127

By Email: [Info@CartridgesAreUs.com](mailto:Info@CartridgesAreUs.com)

## Ink-Wise FAQ

*Questions and answers to help you do your due diligence on the Ink-Wise product*

### **What cartridges can customers send in their Ink-Wise Mailers?**

Customers can use Ink-Wise mailers to recycle **most** black and color inkjet cartridges including Canon, Epson, HP, Lexmark, and Dell. Please review our list of acceptable cartridges.

### **How does Ink-Wise work from the customer's perspective?**

Ink-Wise is a way for customers to have their inkjet cartridges professionally remanufactured instead of using do-it-yourself refill kits. Here's how it works:

1. Customers mail us their empty ink cartridge using the Ink-Wise postage-paid mailer.
2. We clean, fill, and test each cartridge at our Remanufacturing Center
3. Each cartridge is returned to the customer refilled and ready-to-print.

### **What is the turn around time?**

The normal turn around time is 3 to 5 days. That means the customer's cartridge will be shipped back to them within 5 days from the time we receive the cartridge.

### **What is the manufacturer's warranty/guarantee?**

1. Your cartridge will be processed the same day we receive it and shipped back to you within three business days.
2. Your cartridge will be professionally cleaned, refilled with fresh photo-quality ink, and tested in an actual printer before it is sent back to you.
3. If your cartridge gets lost or damaged in the mail, we will send you another cartridge free of charge. (Proof of purchase required)
4. If the cartridge sent to be remanufactured is not a cartridge on our list of acceptable items, we will send a replacement Ink-Wise postage-paid mailer to the customer.
5. If you are not satisfied with our service or with the quality of your cartridge, we will send you a free Ink-Wise Mailer good for your next cartridge.

### **What happens if the customer's cartridge is not one of the items you accept?**

We will send a replacement Ink-Wise mailer letting them know their cartridge is not accepted in the program and that they will need to contact their supplier for further assistance.

### **Can we get a sample to evaluate?**

Yes, contact our Customer Service Team to request a sample Ink-Wise mailer (one per customer).



**Ink-Wise Acceptable Inkjet Cartridges** - *If a cartridge is not listed here, your customer will not receive a replacement cartridge but will be sent a replacement Ink-Wise mailer.*

| Manufacturer | Cart #   | Part Number          |
|--------------|----------|----------------------|
| Brother      |          | LC41BK               |
| Brother      |          | LC41C, M, Y          |
| Brother      |          | LC51BK               |
| Brother      |          | LC51C, M, Y          |
| Brother      |          | LC61BK               |
| Brother      |          | LC65BK               |
| Brother      |          | LC61C/LC65C          |
| Brother      |          | LC61M/LC65M          |
| Brother      |          | LC61Y/LC65Y          |
| Canon        | #30      | PG30                 |
| Canon        | #40      | PG40                 |
| Canon        | #31      | CL31                 |
| Canon        | #41      | CL41                 |
| Canon        | #50      | PG50                 |
| Canon        | #51      | CL51                 |
| Canon        | #52      | CL52                 |
| Canon        |          | CLI-8BK              |
| Canon        |          | CLI-8C, M, Y, PC, PM |
| Canon        |          | PGI-5BK              |
| Canon        |          | PGI-35BK             |
| Canon        |          | CLI-36               |
| Canon        |          | PGI-220B             |
| Canon        |          | CLI-221B             |
| Canon        |          | CLI-221C             |
| Canon        |          | CLI-221M             |
| Canon        |          | CLI-221Y             |
| Canon        |          | PG210/210XL          |
| Canon        |          | CL211/211XL          |
| Canon        |          | BC02                 |
| Canon        |          | BX3                  |
| Canon        |          | BC05                 |
| Canon        |          | BC20                 |
| Dell         | Series 5 | M4640                |
| Dell         | Series 5 | M4646                |
| Dell         | Series 1 | T0529                |
| Dell         | Series 1 | T0530                |
| Dell         | Series 2 | 7Y743                |
| Dell         | Series 2 | 7Y745                |
| Dell         | Series 6 | JF333                |
| Dell         | Series 7 | DH828                |
| Dell         | Series 7 | DH829                |

| Manufacturer | Cart #      | Part Number                                 |
|--------------|-------------|---|
| Dell         | Series 9    | MK990                                       |
| Dell         | Series 9    | MK991                                       |
| Dell         | Series 11   | KX701                                       |
| Dell         | Series 11   | KX703                                       |
| Epson        |             | T043120                                     |
| Epson        | T044 Series | T044120, T0442, T0443, T0444                |
| Epson        | T048 Series | T048120, T0482, T0483, T0484, T0485, T0486  |
| Epson        | T060 series | T060120, T0602, T0603, T0604                |
| Epson        |             | T069120                                     |
| Epson        | T069 Series | T069220, T069320, T069420                   |
| Epson        |             | T078120                                     |
| Epson        | T078 Series | T078220, T078320, T078420, T078520, T078620 |
| HP           | #25         | 51625A                                      |
| HP           | #26         | 51626A                                      |
| HP           | #29         | 51629A                                      |
| HP           | #41         | 51641A                                      |
| HP           | #45         | 51645A                                      |
| HP           | #49         | 51649A                                      |
| HP           | #23         | C1823D                                      |
| HP           | #78         | C6578DN                                     |
| HP           | #11C        | C4836AN                                     |
| HP           | #11M        | C4837AN                                     |
| HP           | #11Y        | C4838AN                                     |
| HP           | #10C        | C4841A                                      |
| HP           | #10Y        | C4842A                                      |
| HP           | #10M        | C4843A                                      |
| HP           | #10B        | C4844A                                      |
| HP           | #14C        | C5010DN                                     |
| HP           | #14B        | C5011DN                                     |
| HP           | #15         | C6615DN                                     |
| HP           | #17         | C6625AN                                     |
| HP           | #20         | C6614DN                                     |
| HP           | #21         | C9351AN                                     |
| HP           | #22         | C9352AN                                     |
| HP           | #27         | C8727AN                                     |
| HP           | #28         | C8728AN                                     |
| HP           | #56         | C6656AN                                     |
| HP           | #57         | C6657AN                                     |
| HP           | #58         | C6658AN                                     |
| HP           | #94         | C8765WN                                     |
| HP           | #95         | C8766WN                                     |



| Manufacturer | Cart #  | Part Number |
|--------------|---------|-------------|
| HP           | #96     | C8767WN     |
| HP           | #97     | C9363WN     |
| HP           | #98     | C9364WN     |
| HP           | #99     | C9369WN     |
| HP           | #564 B  | CB316WN     |
| HP           | #564 PB | CB317WN     |
| HP           | #564 C  | CB318WN     |
| HP           | #564 M  | CB319WN     |
| HP           | #564 Y  | CB320WN     |
| HP           | #74     | CB335WN     |
| HP           | #74XL   | CB336WN     |
| HP           | #75     | CB337WN     |
| HP           | #75XL   | CB338WN     |
| HP           | #60B    | CC640WN     |
| HP           | #60C    | CC643WN     |
| HP           | #60XLB  | CC641WN     |
| HP           | #60XLC  | CC644WN     |
| HP           | #901B   | CC653AN     |
| HP           | #901C   | CC656AN     |
| HP           | #901XLB | CC654AN     |
| HP           | 920 B   | CD971AN     |
| HP           | 920 C   | CH634AN     |
| HP           | 920 M   | CH635AN     |
| HP           | 920 Y   | CH636AN     |
| HP           | 940XL B | C4906AN     |
| HP           | 940XL C | C4907AN     |
| HP           | 940XL M | C4908AN     |
| HP           | 940XL Y | C4909AN     |
| HP           | #93     | C9361WN     |
| HP           | #92     | C9362WN     |

| Manufacturer    | Cart #      | Part Number  |
|-----------------|-------------|--|
| HP              | #02B        | C8721WN  |
| HP              | #02C        | C8771WN  |
| HP              | #02M        | C8772WN  |
| HP              | #02Y        | C8773WN  |
| HP              | #02LC       | C8774WN  |
| HP              | #02LM       | C8775WN  |
| HP              | #88         | C9386AN #88 LY<br>C9391AN #88 HY                   |
| HP              | #88         | C9387AN #88 LY<br>C9392AN #88 HY                   |
| HP              | #88         | C9388AN #88 LY<br>C9393AN #88 HY                   |
| HP              | #88         | C9385AN #88 LY                                     |
| HP              | #88         | C9396AN #88 HY                                     |
| HP              | #100        | C9368AN  |
| HP              | #110        | CB304AN  |
| Kodak           | #10         | 1215581  |
| Kodak           | #10         | 1810829  |
| Lexmark         | #16         | 10N0016  |
| Lexmark         | #26         | 10N0026  |
| Lexmark         | #70, #50    | 12A1970 17G0050                                    |
| Lexmark         | #80 #60 #20 | 12A1980<br>17G0060 15M0120                         |
| Lexmark         | #90         | 12A1990  |
| Lexmark         | #32         | 18C0032  |
| Lexmark         | #33         | 18C0033  |
| Lexmark         | #34         | 18C0034<br>18C1528 18C1623                         |
| Lexmark         | #35         | 18C0035<br>18C1529 18C1624                         |
| Lexmark<br>Dell | #82         | 18L0032, 7Y743<br>310-3540 X0502<br>310-4631 X0502 |
| Lexmark<br>Dell | #83         | 18L0042, 7Y745<br>310-3541 X0504<br>310-4633 X0504 |
| Lexmark         | #43         | 18Y0143  |
| Lexmark         | #44         | 18Y0144  |
| Lexmark         | #1          | 18C0781  |
| Lexmark         | #2          | 18C0190  |
| Lexmark         | #3          | 18C1530  |