

Return Merchandise Authorization Form

INSTRUCTIONS:

1. Fill in your company and contact information.
2. Fill in the details for the items to return.
3. **Fax your RMA request to (989) 875-8127, and you will be issued an RMA #.**
4. Include a copy of the completed form with each box of defectives you send, and reference the RMA number on the form.

IMPORTANT: Select how you want us to handle this return:

- Credit my account with Cartridges Are Us
- Replace these cartridges
If a box above is NOT checked, we will automatically credit your CAU account.

- Check this box if you would like us to return the items for which you are not receiving credit (shipping charges apply). **If this box is not checked, non-credited items will be discarded within 2 weeks of date of credit.**

Company			
Contact			
Address			
City			
State		Zip	
Phone			
Account number			
Email			
Comments	RMA Number: _____ When you call Fed Ex to schedule a pickup, please be sure to ask the representative to schedule the pickup as a PRP label.		

- We will issue via email, a pre-paid label (from Fed Ex) for returns that contain at least 5 defective inkjets or 1 defective toner.
- Any cartridge received that is under weight, damaged/altered, out of date and/or is not our product will not receive credit.



Fax Your Request to 989-875-8127

The date code on inkjet cartridges should look like the one shown. Any format not matching the one displayed will not receive credit.

Please enter as much detail as possible about the products you wish to return:

QTY	Product – OEM Part #	Sticker (Date) Code	Reason for Return

