



ISO 9001:2008

cartridges are us

A Division of Clover Technologies Group

Return Merchandise Authorization

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.**

- 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- Any cartridge received that is under weight, damaged/altered, out of date and/or is not our product will not receive credit.

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.		



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

CAU Return Policy

- CAU cartridges are guaranteed for one year from the date of purchase.
 - Defective cartridges returned within one year of the date-of-sale are eligible for a full credit or a replacement.
- Stock items – Full credit or cash back will be issued up to 90 days on any unopened returned product purchased from CAU. Unopened product 91-180 day can be returned for credit only with a 20% restocking fee. Unopened product over 180 day WILL NOT be accepted for credit.
- Special Orders – Unopened product can be returned up to 30 days for credit or cash back and are subject to a 20% restocking fee. Defective product will be handled as all other defective cartridges.
- CAU will provide a return label, **only** to the CAU customer, when you have a total of 5 defective inkjets or 1 toner. If you have 1 toner, any number of inkjets can be included with the return. Please refer to our RMA form in order to obtain a return label.
- Cash back is only given on returned, unopened product 90 days old or less. All other returns will be on an exchange or credit basis.
- All returns must be accompanied by a completed RMA form and an RMA number issued by CAU in order to guarantee proper processing.