

Refill My Empties Checklist

Ask these questions to do your due diligence on our Refill My Empties Program.

How does the Refill My Empties™ Program work?

1. You send us your empties for remanufacturing
2. We inspect, clean, fill, test and package your empties for you
3. We send back your cartridges Guaranteed Ready-To-Sell

Who can benefit from this program?

If you collect empty inkjet cartridges, you can benefit from this program. We have numerous dealers using this program now. Many of them are high volume internet retailers. They rely on the Refill My Empties program to maintain a healthy profit-per-cartridge, even with the price-competition nature of the internet.

What is the minimum order?

We have a 5 cartridge minimum for each model of cartridge you send. For example, if you are sending 10 different cartridge models, you must send at least five of each model. If you use our Guaranteed Express program there is no minimum.

What cartridge models can I send?

We service 53 different cartridges including the following brands: HP, Lexmark, Dell, and Canon. See the price sheet for a complete list of cartridges.

What is your quality record and failure rate?

Our average failure rate is 2.5%. We are one of the only remanufacturers to publish our failure rates. The fact that we were voted #1 in Inkjet Quality by the readers of Recharger Magazine validates our commitment to quality.

What is your warranty and return policy?

All cartridges remanufactured by Cartridges Are Us come with our standard one year warranty. Defective cartridges can be returned for a full refund or credit.



What is the turn around time?

The normal turn around time is 7 to 10 days. That means your shipment will be shipped back to you 7 to 10 days from the time we receive your cartridges.

How is the final product packaged?

All cartridges will be shipped back to you in our standard clam shell packaging.

What about shipping?

You pay for shipping both ways.

What happens to defective empties?

We only accept virgin empties to cut down on defects. If some of your empties do not pass our visual or electrical inspection, they can be returned to you free of charge as long as you cover the cost of shipping. However, for cartridges that are rejected during the remanufacturing process, we charge a \$1.00 processing fee for each one you want returned.

How do I get started?

1. Fill out the Refill My Empties Order Form.
2. Package up your empties according to our packaging guide.
3. Ship us your empties along with a copy of the Order Form.

Contact our Customer Service Team with any questions:

By Phone: (888) 525-2322

By Fax: (989) 875-8127

By Email: Info@CartridgesAreUs.com

Refill My Empties Price Sheet (October 2008)

OEM Part #	Guaranteed Express	RME
Canon BC02, 05, 20, BX3	\$5.99	\$ 5.75
Canon PG40, 50, CL41, 51, 52	\$6.49	\$ 6.25
HP #25, 49, 41, 23, 17, 78, 22, 28, 57, 58, 59, 60C, 61, 75, 93, 95, 97, 99, 100, 102, 110, 901C	\$6.49	\$ 6.25
HP 26, 29, 40, 44, 50, 20, 21, 27, 56, 60B, 62, 74, 92, 94, 96, 98, 901B	\$5.99	\$ 5.75
HP 51645/C6615	\$3.25	\$ 3.00
HP C5010D/C5011D	\$6.99	\$ 6.75
HP #02 with New Chip	\$4.19	\$ 3.99
HP Tanks #10, #11, #88 With New Chip	\$6.99	\$ 6.75
All Lexmark and Dell Black Cartridges	\$6.99	\$ 6.75
All Lexmark and Dell Color & Photo Cartridges	\$6.99	\$ 6.75
HP C6195A Ultra Fast Dry – Non-Coated Surfaces	\$7.99	\$ 7.75
HP C6168A/C6169A/C6170A/C6173A	\$7.99	\$ 7.75
HP C6120A UV Fluorescent / FP Ultimail	\$12.99	\$ 11.99
Primeria - All	\$8.99	\$ 8.75
NEW – Canon PGI-5B	\$4.75	\$ 4.50
NEW – Canon CLI-8 B,C,M,Y,PC,PM	\$4.50	\$ 4.25

** With the **Guaranteed Express** option, when an empties shipment comes in, we first inspect for visual or electrical defects (as usual). The difference is that instead of waiting for your empties to be refilled, we will immediately send you Off-The-Shelf cartridges for every empty that pass initial inspection. In addition, all the empties that don't pass inspection will be sent back to you at no charge. NOTE: Please write EXPRESS in large black or red permanent marker on the outside of your shipment if you select the Guaranteed Express option. This will ensure that your shipment is processed in a timely manner.



Refill My Empties Order Form

Company			
Contact			
Address			
City			
State		Zip	
Phone			
Fax			
Email			
Comments			

Please check either STANDARD RME or EXPRESS RME so that we can ensure proper return of your empties.

Standard RME Program <small>(Please mark one of the boxes below. If a box is not selected, you WILL NOT receive defective cartridges back.)</small>	
<input type="checkbox"/>	DO NOT return defects
<input type="checkbox"/>	Electrical/Visual defects returned (shipping charges apply)
<input type="checkbox"/>	Production failures returned <small>(Additional \$1.00 processing fee for each cartridge and shipping charges apply.)</small>

<input type="checkbox"/>	Express RME Program <small>(Check this box if you want to use our guaranteed express option)</small>
You will be sent back a cartridge for every VIRGIN empty that passes visual and electrical inspection. Anything that does not pass visual and electrical inspection WILL be included in your return shipment. (Please write EXPRESS in large black or red permanent marker on the outside of your shipment to ensure prompt processing.)	

Cartridge

QTY

Use additional sheets if necessary.

Signature: _____

YOU MUST SIGN HERE ACKNOWLEDGING THAT YOU UNDERSTAND THAT FOR REGULAR RME THERE IS A MINIMUM OF 5 CARTRIDGES PER CARTRIDGE TYPE-OTHERWISE THE ENTIRE ORDER WILL BE CONVERTED TO THE EXPRESS PROGRAM.

INSTRUCTIONS:

1. Fill in your company and contact information.
2. List each cartridge model you are sending and the quantity for each.
3. Be sure to include this completed form with your shipment.

IMPORTANT:

* We only accept virgin cores. Empties that do not pass inspection will **NOT** be returned to you, unless you check the box below. (Non-virgin HP tank cartridges are eligible for this program at no additional processing costs.)

* You **must** send a minimum of 5 cartridges for each cartridge type. If you send less than 5 of a single cartridge type your **entire** order will automatically be converted to the RME - Guaranteed Express order. (No exceptions)

*If you do not select a box below, your order will be processed as an RME Express order with no further notification.

* Do not wrap color cartridges in plastic or use packing peanuts.