



Refill My Empties

When you have the empties and need them refilled, there is no better option than our Refill My Empties program.

When we receive your Refill my Empties order, we first inspect for visual and electrical failures. Instead of waiting for your empties to be refilled, we immediately send you Off-the-Shelf cartridges for every empty that passes initial inspection. Generally, your order will be ready to ship within 3-4 days from the date we receive your shipment. In addition, you can choose to have all empties that do not pass inspection sent back to you at no charge. *Please note that returned defective cartridges can leak, and there is no guarantee that this will not happen.*

Please use the Refill My Empties form in this packet or on our website as a packing slip to ensure proper handling.

FAQs

How does the Refill My Empties™ Program work?

1. You send us your empties for remanufacturing
2. We visually and electrically inspect and test your empties
3. We send back cartridges that have been post-tested, packaged and are 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 whom are high volume Internet retailers. Our Refill My Empties customers rely on the RME program to maintain a healthy profit-per-cartridge and to pay the lowest possible price.

What is the minimum order?

There is no minimum.

What cartridge models can I send?

We service over 75 different cartridges including the following brands: HP, Lexmark, Dell and Canon. See the price sheet for a complete list of cartridges.

Can I send non-virgin cartridges? Can you refill cartridges I have previously bought from CAU?

We do only fill virgin cores in order to maintain the highest quality as possible and our defect rate as low as possible. Any cartridge that has previously been refilled or attempted to be refilled is considered a non-virgin cartridge and can be returned (shipping charges may apply).

What if a cartridge is not yet available off the shelf or is not listed on the price sheet?

If a cartridge is not yet available off the shelf, we are unable to process it through the Refill My Empties program.

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 exchange or credit.

What is the turn around time?

Typically, your package will be ready to ship within 3-4 days of receiving your empties. *Please note that at times, the order volume may cause a slight delay; but during these times, cartridges will be processed in the order they were received and returned to you as quickly as possible.*

How is the final product packaged?

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

How can I find the status of my order?

In most cases, we will contact you before shipping your RME order in case there are cartridges you wish to add to your order. *Please note that if you are adding cartridges, the order may ship the next business day.*

If it has been more than 3 days since we received your order, and you have not heard from us; please contact us with the shipping method and tracking number.

What about shipping?

You pay for shipping of the empties to us. If your return Refill My Empties order is over \$300, you will receive free ground shipping on the return order. If your return order is less than \$300 or does not ship Ground, actual freight charges will apply.

What happens to defective empties?

We only accept virgin empties. If some of your empties do not pass our visual or electrical inspection, they can be returned to you free of charge.

Why are you no longer offering the Standard RME program?

In order for us to provide the quickest processing time at the lowest cost, we are streamlining the RME process to only offer the Express program.

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.
4. Be sure to record the tracking number so you can be aware of when we received the package.

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 (August 20, 2010)

OEM Part #	Price
Canon BC02, 20, BX3	\$5.89
Canon PG30, 40, 50, CL31, 41, 51	\$6.39
HP Color # 17, 22, 23, 28, 49, 57, 58, 59, 60, 60XL, 75, 75XL, 78, 93, 95, 97, 110, 901	\$6.39
HP Black # 20, 21, 26, 27, 29, 56, 60, 60XL, 74, 74XL, 92, 94, 96, 98, 901, 901XL	\$5.89
HP 51645/C6615	\$3.25
HP #02 with New Chip	\$4.19
HP Tanks #88 With New Chip	\$6.99
Lexmark & Dell Black (Lexmark 10N0016, 12A1970/17G0050, 18C0032, 18C0034, 18L0032, 18Y0143, 18C1530; Dell M4640, T0529, 7Y743, DH828, KX701, MK990)	\$6.99
Lexmark & Dell Color & Photo Cartridges (Lexmark 10N0026, 12A1980, 18C0033, 18C0035, 18L0042, 18Y0144, 18C0781, 18C0190; Dell M4646, T0530, 7Y745, JF333, DH829, MK991)	\$6.99
NEW – Canon PGI-5B	\$4.75
NEW – Canon CLI-8 B,C,M,Y,PC,PM	\$4.50

Please note:

- Canon PG30 and CL31 cannot be turned into the higher yield cartridges.

Refill My Empties Order Form

Company			
Contact			
Address			
City			
State		Zip	
Phone			
Customer ID			
Email			
Comments			

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 and record the tracking number for your records.

IMPORTANT:

- * We only accept virgin cores. (Non-virgin HP tank cartridges are eligible for this program at no additional processing costs.)
- * Do not wrap color cartridges in plastic or use packing peanuts.

<input type="checkbox"/>	Express RME Program <small>(Electrical/visual defects will be returned unless otherwise notified below)</small>
<input type="checkbox"/>	DO NOT return defects
<input type="checkbox"/>	Electrical/Visual defects returned
<input type="checkbox"/>	Send back cartridges you do not currently refill <small>(shipping charges apply)</small>

Cartridge	Qty	Cartridge	Qty	Cartridge	Qty

Use additional sheets if necessary.

Signature: _____

YOU MUST SIGN HERE ACKNOWLEDGING THAT YOU UNDERSTAND AND AGREE TO THE TERMS OF THE REFILL MY EMPTIES PROGRAM AS INDICATED ABOVE.