



ISO 9001:2008

cartridges are us

A Division of Clover Technologies Group

Refill My Empties

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 2 business 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 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 one hundred different cartridges including the following brands: HP, Lexmark, Dell, Canon and Epson. See the price sheet for a complete list of cartridges.

Can you refill cartridges I have previously bought from CAU?

While we mostly ONLY accept Virgin cores, we do accept a SELECT few, non-virgin cores. The non-virgin cores that we do accept MUST be previously remanufactured by CAU ONLY (please review our guide to identifying a CAU product on page 6). We WILL NOT accept any non-virgin cores remanufactured by other suppliers. Please see the price sheet for a complete list of cartridges.

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. Also, if a cartridge is not listed on the RME price list, we will not accept your core for the RME program.

FRM-16172rev15

What is your quality record and failure rate?

Our average failure rate is 2.5%. 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?

Your package will be ready to ship within 2 business days from the receipt of 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 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 two 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?

If some of your empties do not pass our visual or electrical inspection, they can be returned to you free of charge with your RME order. Please be sure to check the appropriate box on the order form.

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 (Canon, Dell, Epson Lexmark)

(January, 2011)

Please note:

We will accept non-virgin cores for items marked with an **X**. However they MUST be previously remanufactured by Cartridges Are Us. Review our verification guide (*page 6 of this form*) to determine if they were remanufactured by CAU.

- Only cartridges on this list may be processed through the RME program. Any cartridges received that are not on this list will not be returned unless the option is selected appropriately on the RME Order Form below.
- Canon PG30 and CL31 cannot be turned into the higher yield cartridges.

CAU empty accepted	Brand	OEM #	Short #	Price	CAU empty accepted	Brand	OEM #	Short #	Price
	Canon	BC02		\$ 5.89		Dell	KX701	Series 11	\$ 6.99
	Canon	BC05		\$ 6.29		Dell	KX703	Series 11	\$ 6.99
	Canon	BC20		\$ 5.89		Dell	M4640	Series 5	\$ 6.99
	Canon	BX3		\$ 5.89		Dell	M4646	Series 5	\$ 6.99
	Canon	CL31	31	\$ 5.99		Dell	MK990/992	Series 9	\$ 6.99
X	Canon	CL41**	41	\$6.39		Dell	MK991/993	Series 9	\$ 6.99
X	Canon	CL51**	51	\$ 6.99		Epson	Epson T044,48,60 Series		\$ 2.29
	Canon	CL52	52	\$ 6.99		Epson	Epson T069, T078, T088 and T099 series		\$2.89
	Canon	CL211		\$5.99		Lexmark	10N0016 / T0529 / 10N0217	17/16	\$ 6.99
X	Canon	CL211XL**		\$6.99		Lexmark	10N0026	27/26	\$ 6.99
	Canon	CLI-221	221	\$2.99		Lexmark	12A1970 / 17G0050	70/50	\$ 6.99
	Canon	CLI-36	36	\$ 4.99		Lexmark	12A1980 / 17G0060 / 15M0120	80/60/20	\$ 6.99
	Canon	CLI-8	8	\$ 2.99					
	Canon	PG30	30	\$ 5.99		Lexmark	18C0032	32	\$ 6.99
X	Canon	PG40**	40	\$ 6.39		Lexmark	18C0033	33	\$ 6.99
X	Canon	PG50**	50	\$6.99		Lexmark	18C0034	34	\$ 6.99
	Canon	PG210		\$5.99	X	Lexmark	18C0035**	35	\$ 6.99
X	Canon	PG210XL**		\$6.99		Lexmark	18C0190	2	\$ 6.99
	Canon	PGI-220	220	\$2.99		Lexmark	18C0781	1	\$ 6.99
	Canon	PGI-35	35	\$ 4.99		Lexmark	18C1530	3	\$ 6.99
	Canon	PGI-5	5	\$ 2.99		Lexmark	18L0032 / 7Y743	82	\$ 6.99
	Dell	DH828	Series 7	\$ 6.99		Lexmark	18L0042 / 7Y745	83	\$ 6.99
	Dell	DH829	Series 7	\$ 6.99		Lexmark	18Y0143	43	\$ 6.99
	Dell	JF333	Series 6	\$ 6.99		Lexmark	18Y0144	44	\$ 6.99

**Refill My Empties Price Sheet
(HP)**

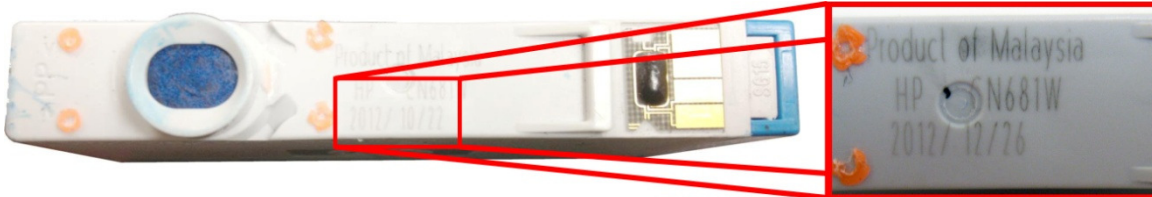
(January, 2011)

CAU empty accepted	Brand	OEM #	Short #	Price	CAU empty accepted	Brand	OEM #	Short #	Price
	HP	51626A	26	\$ 5.89		HP	C9364WN	98	\$ 4.99
	HP	51629A	29	\$ 5.89	X	HP	C9391,2,3 **	88 HY	\$ 5.99
X	HP	51645A**	45	\$ 2.99	X	HP	C9396A**	88 HY	\$ 5.99
	HP	51649A	49	\$ 5.89	X	HP	CB304 **	110	\$ 5.99
	HP	C1823D	23	\$ 5.99		HP	CB335 #74	74	\$ 4.99
X	HP	C6578A**	78	\$ 5.99	X	HP	CB336 **	74XL	\$ 5.99
	HP	C4836A	11	\$ 5.99		HP	CB337 #75	75	\$ 4.99
	HP	C4837A	11	\$ 5.99	X	HP	CB338**	75XL	\$ 5.99
	HP	C4838A	11	\$ 5.99	X	HP	CC640WN**	60	\$ 4.99
	HP	C4841A	10	\$ 5.99	X	HP	CC641WN**	60XL	\$ 5.99
	HP	C4842A	10	\$ 5.99	X	HP	CC643WN**	60	\$ 4.99
	HP	C4843A	10	\$ 5.99	X	HP	CC644WN**	60XL	\$ 5.99
	HP	C4844A	10	\$ 5.99		HP	CH561WN	61 Black	\$4.99
	HP	C6614A	20	\$ 5.89		HP	CH562WN	61 Color	\$4.99
	HP	C6615A	15	\$ 2.99	X	HP	CC653AN**	901	\$ 4.99
	HP	C6625A	17	\$ 5.99	X	HP	CC654AN**	901XL	\$ 5.99
	HP	C6656A	56	\$ 5.39	X	HP	CC656AN**	901	\$ 5.99
X	HP	C6657A**	57	\$ 5.99		HP	CD971AN	920 B	\$3.49
	HP	C6658A	58	\$ 5.99		HP	CH634,5,6	920 C,M,Y	\$3.19
	HP	C8721WN	2	\$ 3.99		HP	CD975AN	920 XL B	\$4.29
	HP	C8727A	27	\$ 5.39		HP	CD972,3,4	920 XL C,M,Y	\$3.99
X	HP	C8728A**	28	\$ 5.99		HP	CN684W - "New Generation"	564 XL B	\$4.29
	HP	C8765WN	94	\$ 4.99		HP	CB322,3,4, 5 - "Old Generation"	564 XL PB, C,M,Y	\$3.99
	HP	C8766WN	95	\$ 4.99		HP	CB316WN - "Old Generation"	564 B	\$ 3.49
	HP	C8767WN	96	\$ 4.99		HP	CB317,8,9,0 - "Old Generation"	564 PB, C,M,Y	\$ 3.19
	HP	C8771,2,3,4,5	02	\$ 3.79		HP	CN680WN - "New Generation"	564 B	\$3.49
	HP	C9351A	21	\$ 5.39		HP	CN681, 2, 3 - "New Generation"	564 C,M,Y	\$3.19
X	HP	C9352A**	22	\$ 5.99		HP	CN685, 6, 7 - "New Generation"	564XL C, M, Y	\$3.99
	HP	C9361WN	93	\$ 4.99		HP	CR276WN - "New Generation"	564 PB	\$3.49
	HP	C9362WN	92	\$ 4.99		HP	CR277WN - "New Generation"	564XL PB	\$3.99
	HP	C9385A	88 LY	\$ 5.99	X	HP	C4906AN**	940XL	\$5.99
	HP	C9363WN	97	\$ 4.99	X	HP	C4907,8,9**	940XL C,M,Y	\$4.99

How to verify “Old Generation” vs “New Generation” 564/564XL:

HP has recently released some printer models in the US (Photosmart 5510 series, Photosmart 6510) that will require a new version of the HP 564 and 564XL cartridges. We began seeing the new HP printer models in stores as of September 2011.

HP has put expiration dates (and new part numbers) on the 564/564XL cartridges. Stamped onto the bottom of the cartridge between the chip and the ink port is a date (and new part number):



If the date is 2012/09 or earlier, your customer may get an error message stating that the cartridge they have installed is an “older generation cartridge”. Again, this message will only occur when the customer is using one of the new printer models, not any of the pre-existing printer models for this cartridge.

Clover is now separating the HP 564/564XL cores by expiration date and selling them as separate cartridges. Please see the chart below for the current part numbers (“older generation”) and the new part numbers. Please note that at this time, this only affects a limited number of printers.

CB319WN

Old generation

CN682WN

New generation



Inks with expiration date of **2012/09 and prior** are going to be sold as:

- CB316WN (HP #564 Black)
- CB317WN (HP #564 Photo Black)
- CB318WN (HP #564 Cyan)
- CB319WN (HP #564 Magenta)
- CB320WN (HP #564 Yellow)
- CB321WN (HP #564XL Black)
- CB322WN (HP #564XL Photo Black)
- CB323WN (HP #564XL Cyan)
- CB324WN (HP #564XL Magenta)
- CB325WN (HP #564XL Yellow)



Inks with expiration date of **2012/10 and later** are going to be sold as:

- CN680WN (HP #564 Black)
- CR276WN (HP #564 Photo Black)
- CN681WN (HP #564 Cyan)
- CN682WN HP #564 Magenta)
- CN683WN HP #564 Yellow)
- CN684WN (HP #564XL Black)
- CR277WN (HP #564XL Photo Black)
- CN685WN (HP #564XL Cyan)
- CN686WN (HP #564XL Magenta)
- CN687WN (HP #564XL Yellow)

Please visit the HP website for more information about this issue (<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c02435884&lc=en&cc=us&dlc=en>). You will notice that HP states that cartridge dates of 2012/09 or later are the newer version. Clover is using a date of 2012/10 to ensure that the cartridges are, in fact, the newer version.



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Verification of CAU product (when returning non-virgin cores, they must have labeling as indicated below in order to qualify for remanufacturing)

If you have any questions please feel free to contact our Customer Service Team at (888) 525-2322 or by e-mail at info@cartridgesareus.com.



The date code on inkjet cartridges should look like the one shown. Any format not matching the one displayed will not be eligible for the RME program.

