



PRINT IMAGE SOLUTIONS

Return Policy

Print Image Solutions stands behind our 100% satisfaction guarantee. If, for any reason, you are not completely happy with your purchase, our staff will quickly replace or exchange the product. You may return the item for a full refund of the purchase price (if it meets the conditions stated below).

Purchases should be returned by contacting us at 800-737-7075 (M-F 8 a.m.-5 p.m. CST) or email sales@printimagesolutions.com. In the event you experience any problems with your cartridge(s), please refer to our Return Policy, detailed below, to help resolve any issues quickly.

Return Information

- All returns or exchanges must be pre-approved and assigned a Return Merchandise Authorization number (RMA number). This gives you authorization to return item(s) to Print Image Solutions for inspection. Credits will be issued, if justified, after product inspection.
- If an order entry error occurs, please call 800-737-7075 (M-F 8 a.m.-5 p.m. CST) or email sales@printimagesolutions.com as soon as possible. A return can be made within 30 days of purchase.
- Any product that has been tampered with or refilled will be denied credit.
- Products must be returned in the same packaging as it was originally delivered to protect the item during return shipment.

Return Policy – Compatible Toner Cartridges

- Up to 1 year: Return for a full refund on defective products from the original date of purchase.
- Up to 1 year: Return for a full replacement on defective products from the original date of purchase.
- Up to 6 months: Return for refund on unopened ink and toner cartridges in resalable condition from the original date of purchase. Such item(s) will be picked up locally free of charge or must be shipped freight prepaid by the customer to Print Image Solutions, and are subject to a 20% restocking fee past 30 days.

Return Policy – All Other Manufacturer Ink/Toner Cartridges

- Up to 30 days: Return for full refund on defective products from the original date of purchase.
- Up to 30 days: Return for full replacement on defective products from the original date of purchase.
- 30 days Return: Return for refund on unopened ink and toner cartridges in resalable condition from the original date of purchase. Such item(s) will be picked up locally, free of charge or must be shipped freight prepaid by the customer, and are subject to a 20% restocking fee.

For more information regarding product returns, call 800-737-7075 (M-F 8 a.m.-5 p.m. CST) or email sales@printimagesolutions.com.

www.printimagesolutions.com

Omaha, NE

Lincoln, NE

Springfield, MO

Kansas City, MO