

**STAPLES** Advantage



## Sustainable Earth by Staples™.

Remanufactured toner limited one-year warranty.

Staples the Office Superstore, LLC ("Staples"), warrants to the original purchaser that this Sustainable Earth™ toner cartridge shall be free of defects in design, assembly, material or workmanship for period of time equal to the earlier of the life of the cartridge (until the toner is depleted) or for one year from date of purchase. Your toner is depleted when you begin to see faded or light type on your printed page or, if applicable, your printer indicates a toner low message. Staples will replace any defective Sustainable Earth™ toner cartridge free of charge.

Staples further warrants that the toner cartridge, under normal use, will not cause damage, abnormal wear, or deterioration to any printer for which the cartridge was intended. Any claim that the use of Sustainable Earth by Staples toner cartridge resulted in printer damage, abnormal wear, or deterioration must be verified with satisfactory evidence that the cartridge was directly responsible for any such damage, abnormal wear, or deterioration.

This warranty does not apply to normal wear or damage from misuse, abuse, improper storage and handling, installation, accident, repair or alteration. In no event will Staples be liable for any incidental, indirect, special, punitive or consequential damages (such as but not limited to, damages for loss of profits, business, savings, data or records) related to this product. Except as stated herein, no other warranties shall apply. Some states, provinces and territories do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts. This warranty gives you specific legal rights, and you may also have other rights that vary depending upon your state, province, territory or country.



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To claim your replacement, contact product support at 1-877-228-3128.





## Frequently asked questions.

What you need to know about remanufactured toner cartridges.

### What is a remanufactured cartridge?

A remanufactured cartridge has been recycled and reprocessed from an original equipment manufacturer (OEM) empty core. The process differs by manufacturer and materials used with varying results in quality and page yields. Our remanufactured cartridges are produced under an ISO 9001:2000 quality system to stringent quality control standards, using lab-tested components to ensure consistent OEM-equivalent performance.

### What is the process?

A typical production process includes inspection and replacement of key components as needed such as the OPC (Organic Photo Conductor) drum, wiper blade, PCR (Primary Charge Roller) and magnetic roller. One of the most critical parts of a cartridge is the OPC drum. New aftermarket drums are made specifically for remanufacturers to have a harder and more durable surface than the OEM cartridge. We use only new drums in our cartridges to ensure OEM equivalent results.

### What kind of performance can I expect?

There should be no difference in print quality or page yield with a properly remanufactured cartridge. Our cartridges contain only quality toners that work well with the OPC drum and other replacement parts to meet OEM performance.

### What kind of warranty do I have?

Our cartridges are backed by a 1-year quality warranty. If a cartridge does not meet expectations, simply notify customer service and return the cartridge along with a page sample showing the print quality problem in the box it came in. The cartridge will then be evaluated and replaced if necessary. Please refer to our Product Warranty for details.

### Will using remanufactured toner cartridges void my equipment warranty?

Law prohibits manufacturers from voiding their warranty obligations on the grounds that a consumer did not use the original manufacturer's replacement cartridge.

### Why don't more businesses recycle?

Basically, this is due to lack of education. The office products remanufacturing industry has been in existence for about 15 years. But we are working diligently to educate consumers about the value of remanufactured cartridges and the advancement the industry has made in the improved technology of remanufacturing cartridges. Through public relations campaigns, local, state and federal legislation, more and more users are realizing the added value and comparable quality of remanufactured cartridges.

### Am I really helping the environment by using remanufactured cartridges?

Definitely. Each discarded cartridge adds approximately 3 pounds of unnecessary waste to our landfills — waste that will take as long as 1,000 years to decompose. It is estimated that 100 million laser and printer cartridges are produced each year. Remanufacturing these cartridges will save an estimated 3 million cubic feet of landfill space. The office products remanufacturing industry makes a positive impact on the environment and the economy.



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For more information, contact your Account Manager.



## Staples Sustainable Earth Brand Technical Support

Hours of operation Monday - Friday 7am to 7pm CST  
Technical Support 877-228-3128

### What should I do if I experience any quality issues with the Staples Sustainable Earth Brand Toner?

- 1) Call the Technical Support number, 1-877-228-3128
- 2) The Tech Support team will briefly do some troubleshooting for minor issues
- 3) Please provide the "Control Number" on the cartridge (Figures 1 and 2)
- 4) An RMA/Case # will be provided
- 5) A REPLACEMENT Cartridge will be shipped to you at NO ADDITIONAL COST
- 6) A Pre Paid return label will be provided, please send the toner – in the original packaging if possible – back to the address on the label so we can do a full evaluation.

It is imperative that if you experience any issues related to the Staples Sustainable Earth brand toner, that you notify Staples via the Technical Support Line – 1-877-228-3128, as soon as possible. This will not only enable Staples to replace the cartridge if necessary, it will also allow us to capture and track information for ongoing quality control, and improvement.

### PACKAGING REQUIREMENTS FOR RETURNING YOUR CARTRIDGE(S):

Once the FED EX label(s) are received via email or fax for returning your defective cartridge (s).

- In order to ensure a proper evaluation; please be sure to do the following before shipping your cartridge (s):
  - Package cartridge (s) with inserts, preferably in the original box
  - If original box or packaging is not available place in a sturdy box with bubble wrap/bubble packaging in order to secure product in place.

Fig 1



Fig 2



The goal of Staples is to provide our customers with a cost saving, environmentally responsible toner alternative; but with the same quality as with a national brand. Notifying our tech Support line of any problems will assist us to continually delivery a quality, cost effective products.