

## Shipping Damage

Upon receipt of OPCs, please note if there is freight damage prior to opening of the drum. Please document shipping damage, take photos and contact Future Graphics Customer Service Department so we can follow up with the carrier. Future Graphics (FG) requires photos or proof of damage before returns can be authorized. Shipping damage should be noted on the carrier's Bill of Lading, signed by the driver and a copy sent to FG.

**Note: FG can not be responsible for damage occurred during shipping if this documentation is not followed.**

## Out-of-Box Damage

If OPCs exhibit manufacturing defects and/or mechanical damage upon opening of the packaging and prior to installing drums in cartridges, **do not install drums in cartridges**. Please contact Future Graphics Customer Service Department for Return Material Authorization (RMA) immediately. **Please do not stockpile out-of-box drum failures longer than one (1) month.** If claims are for longer than one (1) month, this will delay of processing of claims and delays in the implementation of timely vendor corrective and preventative actions. FG may refuse to credit OPCs held for longer than one (1) month. **NOTE: FG will not accept mixed OPCs due to product accumulation during long period of time. FG will not accept OPCs that are older than six (6) months from date of purchase or due to product accumulation during long periods of time. FG also requires that you notify the Customer Service Department of the problem within 30 days of receipt of any suspect OPCs.**

## Mechanical Damage After Installation

Drums failures due to customer, remanufacture, or end user handling damage, such as nicks, scratches, dings, installation/shutter damage, etc., **are not warranted**. Do not attempt to remove gears from drums. Removal of gears from drums or modification of any kind to the original purchased item will void product warranty.

## Damage from Lubricants and Coating Treatments

Future Graphics **does not warrant** OPC drums damaged from the use of lubricants or drum coating treatments that chemically attack the OPC.

## OPC Packaging Procedures

1. Please verify first that the drums you are returning were purchased from Future Graphics. Future Graphics reserves the right to assess a \$2.00 per drum processing fee for drums returned that **were not purchased** from Future Graphics. **Return shipping cost** will be billed to the returnee for all product not purchased from Future Graphics.
2. Please package drum returns properly to prevent shipping damage. All drums must be returned with suitable protective paper wrap, bubble wrap, and shipping box. Use with fill material such as paper, foam or peanuts to provide insulation and fill gaps in between product in the shipping box. When wrapping drum returns with test prints, wrap only the **non-printed side** sheet directly around drum surface, - this will help prevent scratches. **Do not return** drums packaged only in the individual/small pack quantity cardboard boxes, this type of packaging is insufficient and will not prevent shipping damage. Future Graphics is not responsible for shipping losses and/or shipping damage of drums being returned to FG. We recommend use of a freight company that offer tracking support so that the packaged can be tracked if lost or stolen during transit.
3. To help us expedite your return for prompt credit, clearly write your **RMA# on the package shipping label**, "Not on the boxes" packing slip/RMA form, and please return only the specified product and quantity that was authorized by the Return Authorization Number (RMA) issued. **NOTE: Failure to have the RMA # clearly visible will result in the refusal of the shipment.**  
**Restocking Charge** – There will be a re-stocking charge of 25% for FG OPC's not damaged and returned to FG inventory.  
**Notes: Failure to abide by the RMA policy may result in refusal of the shipment. Product must be returned to FG following the above guidelines.**