

TONER HANDLING

Shipping Damage

Upon receipt of the toner, please note any signs of freight damage before opening the packaging. Please document any shipping damage by **taking photos** and then contact the Future Graphics Customer Service Department so we may 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 will not be responsible for damage occurred during shipping if this policy is not followed.

Out-of-Box Damage

If the toner exhibits printing defects, manufacturing issues (hard particles, light prints, toner build up, etc) or damage on apparent packaging or defects showing up at the 1st book printed, **do not charge any other cartridges with the suspect toner.** Please be ready to supply the type of toner, FG lot number, print defect, cartridge build and quantity. Also request where to send the following: Print and toner samples and, if needed, the cartridge or cartridges that exhibit these printing defects. Please contact Future Graphics Customer Service Department for Return Material Authorization (RMA) immediately. **Please do not stockpile suspect toner longer than one (1) month.** If claims are not submitted within one (1) month, the processing of claims and implementation of timely vendor corrective and preventative actions will be delayed. FG may refuse to credit toner held for longer than one (1) month. **NOTE: FG will not accept toners 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 toner.**

Print Issues After Installation

Toner failures due to customer, remanufacture, or end-user handling damage, such as contamination from filling, foreign objects, other than FG toner, etc., **are not warranted.** Do not attempt to modify in any way the original purchased item as this will void product warranty. **NOTE: Toners can be damaged due to heat and time. The range for these toners is: -20c/-4f and 40c / 104f. If this toner is subjected to these temperatures, they will begin to fuse and void the FG warranty. Again, if the product is damaged upon receipt, please note this on the Bill of Lading and report this to FG Customer Service department. If not noted on the Bill of Lading, this may cause delays in the credit and/or void the FG warranty on toners.**

PACKAGING PROCEDURES

1. Please verify first that the toner you are returning was purchased from Future Graphics. Future Graphics reserves the right to assess a \$50.00 processing fee for toners returned that **were not purchased** from Future Graphics. **Return shipping cost** will be billed to the customer for all product not purchased from Future Graphics.
2. Please package toner returns properly to prevent shipping damage. All toner must be returned with suitable protective packaging and shipping box. **Do not return** toners that are leaking or with missing bottle caps. This type of packaging is insufficient and will not prevent toners from leaking out causing this to be an issue with carriers and FG. Future Graphics is not responsible for shipping losses and/or shipping damage of toner being returned to FG. We recommend use of a freight company that offers tracking support so that the package 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. Do not write the RMA# directly on the box. 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 restocking charge of 25% for FG OPC's not damaged and returned to FG.
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.