InkSell.com™
Discount Printer Cartridges

A Division of Acecom, Inc. - SA
14833 Bulverde Road
San Antonio, Texas 78247
www.inksell.com

Toll Free: 1-800-255-0483
Telephone: 210-798-0087
Fax: 210-798-0094

General Information: ..... info@inksell.com
Sales Contact: ..... sales@inksell.com
RMA & Service: ..... help@inksell.com

SATISFACTION GUARANTEE

Unconditional Warranty

Our products are backed by a 30-day, money-back guarantee. If you are not happy for any reason, we will replace the product or refund your money. The warranty covers only one set of cartridges. (A set is one black and one color cartridge per printer model.) If you purchase more than one set, please try only one to make sure you are satisfied before opening the others. Only unopened additional cartridges may be returned for credit.

DEFECTIVE ITEMS

We will replace defective items within one year of the original purchase date. Depletion of ink is not covered by the warranty.

RMA FORM

After obtaining an RMA number, please complete the form below, attach to your package, and ship. Customers are responsible for return shipping charges. InkSell will pay shipping of replacement merchandise.

Name _____

Address _____

City, State, Zip _____

RMA No. _____

InkSell.com
14833 Bulverde Road
San Antonio, Texas 78247

EASY TROUBLESHOOTING

Before You Request RMA

Sometimes the problem you are having may be minor and easily fixed with suggestions from the *Tips and Hints* section of our web site. If you have not checked there already, please take a look: www.inksell.com

Cartridge Handling

- Always keep the cartridge upright.
- Do not touch the print nozzle (bottom area where the ink comes out) with your bare hands.
- Do not open the inner sealed package until you are ready to use the cartridge. Exposure to air can cause the ink to dry, clogging the nozzle.
- If the nozzle becomes clogged,
  1. Fill a disposable bowl with one-half to one inch of warm water.
  2. Place the cartridge, nozzle side down, into the water and soak for two to twenty-four hours to loosen the clogged ink. (This will not damage your cartridge.)
  3. Dab the cartridge dry with a soft, white tissue. Look to see that all ink colors are coming through. If they are, reinsert the cartridge and proceed with the "head-cleaning process" for your printer.
  4. Do not leave the cartridge outside of the printer for more than five minutes, or it may dry out and become clogged again.

RETURN MERCHANDISE POLICY

Returns Without RMA

We cannot accept returns without an RMA number so please contact us before sending products back. To get authorization, call 1-800-255-0483 or contact us at help@inksell.com.

RMA Procedure

1. Call 1-800-255-0483 or e-mail us at help@inksell.com.
2. We will issue a Return Merchandise Authorization number (RMA).
3. Complete the RMA form located to your left. If you need another RMA form, you can print one from our web site.
4. Pack items securely. Put open cartridges or refill kits in a resealable plastic bag to prevent ink leakage. Write your name and the RMA number on the RMA form, located on your left, and attach to the outside of the package.
5. We recommend using carriers like UPS or FedEx because they provide tracking numbers. If you send the package through US mail, please use the Delivery Confirmation service. Customers are responsible for the secure return of merchandise and for return shipping charges. InkSell will not be responsible for packages lost by the carrier. InkSell will pay for shipping of replacement merchandise.
6. Once we receive your package, we will ship replacements within one to two days. Refunds require up to one week to process.
7. We will not notify you when a credit is issued to your account, so please check your credit card statement for confirmation.

RMA Expiration

Return merchandise as soon as possible. Unused RMA numbers are voided after 20 days.

OEM Returns

Customers who have purchased original equipment manufacturer cartridges (OEM) from InkSell can contact the specific manufacturer (for example Epson or Hewlett Packard) to obtain return merchandise authorization and procedures.

Brand names are used for clarification only and are the exclusive property of their owners. InkSell is not affiliated with any printer manufacturer.