



Your
"One Source Solution"
*Distributor - manufacturer
of printer parts & supplies*



Terms & Conditions for Ordering through Image1

Account Representative / Order Entry:

Phone number for all Orders & Inquiries is 866-846-2431

Fax number for orders, etc. is 866-517-7278

Online at www.image1products.com

Payment

Image1 offers Net 30 days terms to qualified customers with approved credit. Credit Card and COD options are also available.

Freight

In stock orders placed by 6:00pm CST are shipped out the same day. Image1 ships with all major carriers for different methods from our 3 U.S. locations. (Texas, Colorado & New Jersey) You are also free to use your own account.

Drop Shipments

Image1 will gladly do drop shipments on behalf of its customers and can also provide blind drop shipments if needed. Blind drop shipments can contain your packing slip if provided; otherwise we will send a generic packing list. Our boxes do not contain any Image1 markings on them.

Lead Times

Image1 has a 95% availability rate on all orders placed. If needed, Image1 will place a backorder at the customer's request with lead times based upon supplier availability.

Advanced Exchange Program

Image1's advanced exchange program is the most cost effective way to procure your parts. Customers who do not enroll in the program will not be afforded the opportunity to purchase at exchange pricing. Exchange cores are due back to Image1 within 30 days of purchase. Weekly e-mail reminders detailing all cores due will be sent. You can also access this information at any time on our website once your account has been established and you begin purchasing.



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Image1's Warranty Policy

New Product

Warranty: OEM only. Not warranted by Image1. Image1 will take back all defective products within the OEM warranty period. This period in most cases is 90 days from the date of purchase. Image1 reserves the right to refuse any defective OEM parts that are not returned in its original packaging.

OEM Factory Refurbished

Warranty: OEM only. Not warranted by Image1. Image1 will take back all defective products within the OEM warranty period. This period in most cases is 90 days from the date of purchase. Image1 reserves the right to refuse any defective OEM parts that are not returned in its original packaging.

Image1 Refurbished Product

Warranty does not apply to defects resulting from:

1. Inadequate or improper maintenance
2. Unauthorized modification or misuse
3. Usage outside of the environmental specifications of the part or product
4. Improper site preparation and maintenance

Refurbished SX, LX, EX, 4019 and 4029 engine fusing assemblies and maintenance kits - Warranty: Twelve (12) months

All other repaired or refurbished parts - Warranty: Six (6) months

Refurbished Printers - Warranty: 90 days

Responsibility for Damage

We are not responsible for damages incurred in transit, as our shipping terms that are FOB from our dock. The shipping carrier is responsible for any such damage.

We do not Issue RMA (Return Merchandise Authorization) numbers for products damaged due to shipping. We will place a new order for the customer while the carrier is processing the customer's claim. At such time as the claim is resolved and payment is made, the customer will be credited.



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Image1 Return Policy

RMA Procedure

Our sales representative will assign a RMA number should you contact us about a problem. It is your responsibility to put this number on the outside and inside of your returned product package to insure adequate customer/product identification. Product returned to us without valid RMA number identification will be refused by us. RMA numbers are valid for 30 calendar days from the date issued.

**** EXCHANGES ****

1. Requirements – You must have elected to participate by executing our Agreement
Product exchanges must:

- a) Be repairable (no alterations or physical damage)
- b) Have a valid Return Merchandise Authorization (RMA) number included with shipment
- c) Be an exact equivalent of the product that we are sending to you
- d) Be received by us prior to the RMA expiration date -30 days after RMA# is issued
- e) Complete details on our exchange program are contained on the Advanced Exchange Agreement enclosed

2. Return Process

When we receive the product for exchange, we will inspect it to confirm that the product is correct and eligible for return. If the product is not eligible for exchange, we will then notify you with an explanation and return the product at your expense or dispose of the product at your direction.

3. Reimbursement

Upon inspection and acceptance of the exchange product, the open RMA will be closed. If the exchange product is not accepted, open account customers will have a core applied and the sales order will remain open to the account.



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****WARRANTY RETURNS****

1. Requirements

Product being returned to us due to defect or our error must:

- A) Be returned within 30 Days
- B) Be labeled with a valid RMA number
- C) Be in ALL original packaging (if new) and in Saleable condition.
- D) State the reason for return
- E) Be shipped ONLY to:

**Image1 Returns Department
2901 Summit Dr Suite 100
Plano, Texas 75074**

RMA Forms Available online at www.image1products.com *

* you will need a valid RMA # from your Sales Rep *

2. Return Process

When we receive the product for warranty, we will inspect it to confirm that the product is correct and eligible for a warranty claim. If the product does not qualify under our warranty policy, we will then notify you with an explanation and return the product at your expense or dispose of the product at your direction.

3. Reimbursement

We will, at our discretion, select one of the following options:

- a) **Replace the product** - If we replace previously delivered product based upon your request you will be invoiced again. This invoice and the original invoice for the product are both charged to your account and payable. Your account will not be credited for the original invoice until the initially shipped product is properly returned referencing the RMA you were furnished at the time of your request for replacement. All returns for defectives when replaced should be received by us within 15 days of this invoice date.
- b) **Repair the product** – Printers only
- c) **Credit you for the invoiced amount of the product** (if the product is not replaceable due to lack of inventory) when properly returned with a valid RMA and inspected

**** Restocking Fee ****

All product returns by customers, except for those resulting from our error, will be subject to a restocking fee of 20% or \$10.00, whichever is greater.