



Royal Imaging International Return Policy

In order to handle all returns correctly, this is now our return policy. All returns will now have to be authorized prior to return. Returns without a return authorization number, issued by Royal Imaging Int'l, will not be accepted. If you should have any questions about our Return Policy please feel free to contact our returns department for more information.

The warranty period for non-OEM items is one year from date of purchase, except for inkjets which have a warranty period of six months from date of purchase. OEM items are under warranty for six months from date of purchase but may be returned only upon prior approval.

OEM Defective Returns:

- ❖ **Must specify the printer model number**
- ❖ **Reason for return (Detailed description of defect)**
- ❖ **Lot/Serial number located on cartridge**

Once the above information is received, we will send it in for vendor approval. Once approved, we will provide return authorization.

No Restock Fee If:

- ❖ **An employee of Royal Imaging Int'l enters in your purchase order incorrectly by entering the wrong address, product entry error or if there is a picking error by our warehouse employees.**
- ❖ **The product is defective, we will need a sample page showing what is defective,
Example: spots, lines, smearing on page.**

Restock Fee If:

- ❖ **Ordered by customer in error and product has not been opened and is in resalable condition.**
- ❖ **Customer decides they no longer need the product.**

**8936 Comanche Ave. Second Floor Chatsworth CA 91311
Toll-Free: 800-805-3526 Fax: 818-407-0873**



No Credit If:

- ❖ **Box has been opened and is not in resalable condition.**
- ❖ **Product has been used, and is open with no failure or defect proof (sample page showing print defect)**

Instructions for returning products:

- ❖ **Absolutely no returns without prior written authorization will be accepted.**
- ❖ **Returns must be received within 30 days from when return authorization was issued.**
- ❖ **All products must be returned in the original carton and must ship over-boxed (in another box)**
- ❖ **Do not put any markings, tape, or labels on the original product carton. (Even if cartridge is defective.)**
- ❖ **Always enclose a copy of the return authorization with the return.**

Special Order Products:

- ❖ **All special order and non-stock items are non-returnable.**

Shipping Errors

- ❖ **Royal Imaging Int'l must be notified of any shipping errors within 15 days of date of delivery.**

Cordially,

Royal Imaging International

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