

# DON'T WORRY, ORDERING IS EASY AS 1, 2 OR 3

Date: \_\_\_\_\_ Customer ID (if known): \_\_\_\_\_

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Has your shipping address changed recently?  Yes  No

Phone Number: \_\_\_\_\_

e-mail: \_\_\_\_\_

**Be Careful! MICRO** refers to micro (very tiny) fine toners for everyday document use. **MICR** is an acronym for Magnetic Ink Character Recognition for check printing.

- 1**  Use standard text toner  Use MICR toner for check printing
- 2**  **ORDER SAME AS I AM SENDING!** I would like to order Advantage Brand of same type and quantity as I am returning, (Advantage Brand manufactured using both new parts and parts recovered from our empty cartridge recovery program).
- 3**  **CHANGE MY ORDER!** I would like to order in a different quantity and type than what I am sending, please have a customer service rep call to take my order.

## Help us keep the free Pick-Up Service!!!

Each ARS label costs us \$5.00, please help us reduce the cost of offering free pick up by using one ARS label for multiple cartridge orders.

## Payment Options

- |  |  |
|--|--|
| <input type="radio"/> VISA or MC           | <input type="radio"/> Check Enclosed   |
| <input type="radio"/> Discover             | <input type="radio"/> Bill My Account<br>(Approved credit application required.) |
| <input type="radio"/> American Express     |  |
| <input type="radio"/> Credit card on file. |  |

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

- Call to get credit card number**

Name on Credit Card (Please Print): \_\_\_\_\_

X \_\_\_\_\_  
Signature

# Did you know?

we make pre-printed checks for use in

**Quicken, Peachtree,  
MS Money, & Money 99**

You'll be shocked by how much you can save with Advantage! SHOCKED!

Ordering is as easy  
as a mouse-click.. for  
the latest HP LaserJet  
printers!



## Shipping/ARS Label Instructions

The ARS label pickup is free. All you have to do is record your name and address on the label and hand the package to a UPS driver. If you do not have a daily UPS pickup, give your ARS package to any UPS delivery driver or take it to a business that has daily pickup.

## Selling Empty Toner Cartridges

This ARS label is for **toner cartridge orders only**, it is not for selling your empties. We do not pay shipping charges for empty cartridge purchases. If you use the ARS label to sell empties, we will deduct the shipping cost (\$5.00) from your refund check. Prices we pay fluctuate so we recommend calling ahead to confirm the latest prices.

## TAKE IT EASY ON THE EARTH

We encourage the purchase of Advantage Brand toner cartridges because our brand will save you money. HOWEVER, Advantage Brand is also the Earth-Friendly choice because of a high recycled material content. Every time you use an Advantage Brand you keep one more 5-6 pound hunk of plastic and metal out of the landfills. We are very happy to sell Hewlett Packard Brand cartridges too, and encourage you to recycle the empties with us, in most cases we will pay you for them.

Additionally, we recycle all cardboard, white paper, aluminum drums, and plastic bottles. We have earned the EPA's Waste-Wise Program Certification-and you can too by calling 1-800-EPA-WISE.

# "DON'T WORRY - WE'LL MAKE YOU HAPPY"

## Advantage Brand Toner Cartridge Warranty

**Warranty is how long?** This Advantage Brand toner cartridge is warranted to be free of defects in material and workmanship for one year from the date of purchase. However, the **DON'T WORRY, WE'LL MAKE YOU HAPPY** warranty will protect your Advantage Brand toner cartridge and your satisfaction as long as no "excluded events" have occurred to the cartridge. Excluded events are listed under the "This Warranty Does Not Cover" section below. What does this mean? We want to keep you happy and glad that you chose Advantage Laser Products, and we'll do almost anything to guarantee that.

**Advantage will do what?** We'll pay for the return of the suspect cartridge for evaluation and determine the cause of the problem. If the problem is confirmed, you will either receive the proper credit for a defective product, a replacement or refund. If we cannot confirm the problem, we will notify you of our findings and discuss with you any options available. Please include a copy of the output illustrating the problem when returning a cartridge for examination. Cartridges that are nearly empty (with 25% or less toner remaining) *may* be excluded from the warranty.

**Rock solid protection.** In the event that any cartridge found to be defective causes damage to any compatible laser printer for which the cartridge was designed for use, Advantage Laser Products will either make the repairs free of charge with Advantage Repair technicians (for Atlanta area customers) or if out of the geographic reach of Advantage Laser Products, Inc. will reimburse you for the cost of repairs required to correct such printer damage. Reimbursement of such costs is conditioned upon your providing (1) satisfactory evidence that the damage occurred during the warranty period, (2) satisfactory evidence that the cartridge was the actual cause of the damage, (3) a copy of the service report showing the name and address of the company performing the repair, (4) the original itemized invoice for the repairs performed, (5) the signed statement of the company performing the repairs, either on the service report of separately on the company's letterhead, stating that the damage to the printer was caused by the cartridge.

Using an Advantage Brand toner cartridge in your printer, fax, or copier will in no way void your equipment warranty.

Advantage Brand toner cartridges are manufactured using both new and recycled components from our cartridge collection system.

## This warranty does not cover...

**No, we won't replace it if you jump up and down on it.** This warranty does not cover cartridges which have been altered, damaged, stored incorrectly, have labels stuck to the drum, or subjected to abuse or abnormal operation (examples found at the right under Troubleshooting). Cartridges containing less than 25% toner *may* be excluded from the warranty.

In no event shall Advantage Laser Products, Inc. be liable for any incidental, consequential, special, indirect, punitive, or exemplary damages or lost profits from any breach of this warranty or otherwise. This warranty is in lieu of all other warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose and sets forth your sole and exclusive remedies in connection with such warranties.

## How to return a cartridge for defect examination...

- 1) Call Customer Service at 404-351-2700 or 1-800-722-2804 to get an RMA# for the return. We will immediately mail you a UPS Authorized Return Service (ARS) label pre-printed with your name, address, and RMA# (do not use ARS labels provided in toner cartridge boxes).
- 2) When the ARS label arrives via US Mail, repackage the cartridge in its original container together with print samples and a brief description of the problem, and attach the ARS label to the top of the box and give to a UPS driver.  
(Since we have local delivery service in metro-Atlanta, and Tuscaloosa, AL, customers in these locations will be scheduled for a pick up.)

## Unused product return policy

Advantage will gladly accept the return of unused/unopened toner cartridges purchased from Advantage Laser Products no matter the age and give credit for the full original purchase price less a 15% re-stocking fee, but credit only will be given which can be used towards the purchase of another item. ARS labels should not be used to return these items. To return items under these conditions, follow the same procedures directly above.



1840 Marietta Boulevard Atlanta, GA 30318-2803  
404-351-2700 • 800-722-2804  
FAX 404-351-0911 • 800-871-3305  
e-mail sales@advlaser.com

## How does the Advantage Cartridge Warranty Compare to the HP Cartridge Warranty?

	ADVANTAGE BRAND	HP BRAND
DON'T WORRY WARRANTY?	YES	NO
Covers printer damage:	Yes	No
Credit or refund option:	Both	Both
Where to return for inspection:	Advantage	Placed purchased
Pay for return of defect?	Yes	No

## Troubleshooting

- 1) For blank pages immediately after installation, are you certain that you pulled the seal to release the toner?
- 2) For premature low toner indications, is it possible a co-worker switched the cartridge in your machine with their empty cartridge without your knowledge? When installing, place your initials on the cartridge label.
- 3) Do you swap out toner cartridges (check printing customers may do this with MICR toners) when necessary and store the cartridge properly in the bag and in the box or do you leave it out in the open exposed to light and dust? Shelf life is dramatically reduced when this occurs and cartridge defects are not covered by the warranty.
- 4) Is the printer clean inside? Routine cleaning steps will prolong the life of the printer and keep the print quality at its best, but a dirty printer can produce inferior output from a perfectly good cartridge.
- 5) Have you touched the drum with either your finger or cleaner? This can cause permanent damage to the drum not covered by the warranty.
- 6) When running low on toner, do you remove the cartridge and gently rock it to redistribute the toner? You can extend the life a little bit by doing this.
- 7) Did you or someone else drop the cartridge? Dropping can damage the cartridge and is not covered under the warranty.
- 8) If getting repetitive marks on the page, have you inspected the fuser roller (in the printer) or maintenance kit on your printer for worn spots? Worn fuser rollers in the printer are frequently guilty of producing this print defect which is unrelated to the toner cartridge.

## Never, ever, ever, ever...

- 1) Install a dirty cartridge that may have been damaged in shipping.
- 2) Never store the toner cartridge out in the open exposed to light and dust (especially in the sunshine!)
- 3) Touch the drum (green metallic cylinder).

## Page count information and comments

Advantage Brand toner cartridges are designed to produce the same quantity of page output as the compatible Hewlett Packard Brand using the same Hewlett Packard standards; 5% toner coverage per page which equates to a typical business letter. Output such as tax returns which require more toner will significantly reduce page output.

## Consumer questions or comments

Please send your comments regarding product quality, availability, delivery, and customer service to the president at brian@advlaser.com or mail to the address above.

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**MICR** is an acronym for magnetic ink character recognition for check printing.