

IJR "Rapid Renew" Program

IMPORTANT: RAPID RENEW ORDER STEP-BY-STEP ORDER PROCESS!

1. Complete the Rapid Renew Order form and total the empties to be sent.
2. Send your **Signed** Rapid Renew Order form to IJR via fax or email. We must receive ALL four pages.
3. IJR will assign a Confirmation number to your order and inform you of the number.
4. Add the Confirmation number to your form and include it with your order.
5. **IJR recommends that our dealers ship via UPS and maintain tracing information on incoming cartridges.**

General Terms and Conditions

1. The Rapid Renew order form **must have an IJR generated confirmation number and it must be signed by the sender** and be included with the empty cartridges shipment to qualify for Renew pricing.
2. Once IJR has generated a confirmation number the form **cannot be modified** in any way. This is the control document for the incoming cores.
3. IJR, Inc. must receive all of the empty cartridges in one shipment within 10 working days or the order will be changed to an OTS (Off the Shelf) order with all applicable OTS pricing being charged. In addition IJR will charge a 10% handling fee.

Cartridges We Will Accept for Recycling

1. **OEM (Original Equipment Manufacturer) Virgin Empties**
2. **Cartridges which have been previously purchased from IJR**
3. Every cartridge must pass a visual and electrical inspection upon arrival at IJR. Any cartridge which has been previously recycled or tampered with in any way and/or which fails to pass an electrical test will not be processed as part of your order.
4. **Please refer to our Rapid Renew Order Form for a complete listing of acceptable cores. PROGRAM NOTE: Compatible cartridges or cartridges that are not included in our Renew price list are not accepted in our program!**

Inspection and Receiving Process / Disposition of Failed Cartridges

Cartridges that do not pass IJR's inspection process will not be returned unless specifically requested by the customer when sending the order. This is done to avoid having failed empties sent in subsequent orders which simply add to manufacturing costs for repetitive handling of unserviceable cores. Due to the "extra handling" costs associated with returning the empties which failed inspection, there will be a \$1.00 per cartridge charge for each cartridge returned. IJR, at its discretion may also charge a shipping charge for returning cartridges.

Note: IJR reserves the right to "mark" or identify any cartridge which has failed our inspection.

Cartridges are considered "failed" for any of the following reasons:

- Cartridge is damaged/broken or tampered with upon receipt.
- Cartridge has been previously recycled or recycling has been attempted.
- Cartridge fails our electrical circuitry testing.

Packaging For the Rapid Renew Program

All cores are subject to incoming inspection for shipping and handling damages. Unfortunately we can't be responsible for damage due to inadequate packaging. We recommend that packing materials consist of the ORIGINAL packaging if at all possible. Bubble wrap, newspaper or other packing is less desirable, but will work if used wisely.

DO NOT put cores in a box or bag without protecting the print heads. **If cores are delivered to IJR, Inc. in an unusable condition we reserve the right to charge OTS pricing plus a 10% administrative fee immediately.**