



About SB Office Supplies Toner Cartridges

When you partner with SB Office Supplies, you can expect ultimate satisfaction and reliability. SB Office Supplies Toner Cartridges and their components must pass rigorous compliance tests and be inspected prior to being released into production. Cartridges are certified under ISO 9001/14001 Quality and Environmental Management Systems, as well as being STMC certified. Engineers analyze the toners, measure seals and blades, and modify many incoming components to enhance their performance to either meet or exceed Original Equipment Manufacturer (OEM) requirements.

Our Premium TAA Compatible Toners are made in factories certified under the ISO 9001 Quality Management Standards. The overall defective rate on our toners is *less than 2%*. SB Office Supplies confidently offers an exclusive 100% Satisfaction Guarantee to our customers.

SB Office Supplies Warranty

We offer 100% quality guarantee on SB Office Supplies toner cartridges along with a one-year warranty. We also offer a **Full Printer Protection Guarantee**:

"If any damage occurs to your printer as a direct result of an SB Office Supplies toner, SB Office Supplies will pay for the cost of repair or replacement of your printer."

What does this Warranty Cover?

The one-year warranty covers your SB Office Supplies toner cartridge as well as the integrity of the machine the product is being used in. In the unlikely event that our product should cause damage, contact your Account Executive at SB Office Supplies immediately. If required, they will either set up a service appointment or work with you and an approved technician of your choice.

If any damage to your printer is found, the technician must state in writing that damages are due from SB Office Supplies toner cartridges in order to receive repair, replacement, or reimbursement of service parts or equipment. All defective toners can be returned for credit within the one-year warranty period. Returns will only be accepted with an RMA (Return Merchandise Authorization). SB Office Supplies liability shall be limited to repair, replacement, or reimbursement, as stated above. SB Office Supplies Warranty on OEM products is limited to 30 days. This warranty is exclusive and in lieu of any and all other warranties, expressed or implied.

InTone Toner cartridges are guaranteed for one-year from the invoice date.

You Have the Right to Choose

Manufacturers cannot legally require a printer owner or lessee - verbally or otherwise - to purchase supplies exclusively from them.

This unlawful "tying agreement" violates provisions of the Sherman and Clayton Antitrust Acts and the Magnuson-Moss Warranty Improvement Act.

In a landmark 1936 case, the Supreme Court ruled that IBM could not terminate a customer's data processing machine lease, if the customer chose to use tabulating cards from other manufacturers. The more recent Magnuson-Moss Warranty Improvement Act title 15, Section 2303 specifically prohibits a manufacturer from conditioning a written or implied warranty on the use of its own brand product except under very restrictive circumstances.

If, in the unlikely event our suppliers have been the source of damage to your equipment, you are protected by our warranty. We will reimburse you for the cost of repairs with adequate documentation from the service technician.

Our imaging supplies are designed to meet or exceed the original brand name.

If a representative threatens to void the machine warranty or change for a service call because you are using a compatible supply, ask for their statement in writing.

