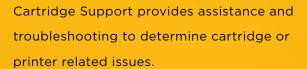
CARTRIDGE ISSUE RESOLUTION

MAKE CARTRIDGE SUPPORT YOUR FIRST CALL



Phone: 866.734.6548

Email: support@cartridge-support.com

Monday - Friday 7:00am to 7:00pm CST

ISSUE RESOLUTION PROCEDURE:

- 1. Contact and provide the following information to the Cartridge Support team:
 - Name
- Printer model
- Phone number
- Product Bar Code Number
- E-mail

You will receive a confirmation email verifying the information is actively in process.

2. A Product Support representative will reach out to you to verify any additional information needed and to try and troubleshoot the reported issue.

If needed, an RMA Return Label will be emailed to return the suspect cartridge for evaluation.

- Please package the product carefully; in the original packaging (*if available*).
- If possible, include a printed sample page.
- All defective products must be sent back to Clover using the RMA Return Label to assure proper credit.
- **3.** A "Call-ID" number will be assigned to you. and used for tracking and or reporting during the evaluation process.

- 4. Once the return label is emailed, a replacement cartridge will be shipped to you.
- The Quality Assurance Team will receive the Clover cartridge and perform an evaluation to determine the root cause of the issue.

PRODUCT BAR CODE NUMBER:

This bar code will be located on the bottom of the cartridge or sometimes on the side of the cartridge.



FOR ADDITIONAL INFORMATION

Contact Your Account Manager Today!

546419C | Clover Imaging Group and its logo are trademarks owned by Clover Imaging Group, LLC, and may be registered in the United States and other countries.

