

# CARTRIDGE ISSUE RESOLUTION

MAKE CARTRIDGE SUPPORT  
YOUR FIRST CALL



Cartridge Support provides assistance and troubleshooting to determine cartridge or printer related issues.

Phone: 866.734.6548

Email: [support@cartridge-support.com](mailto: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
- Phone number
- E-mail
- Printer model
- Product Bar Code Number

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.**

**5. 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!

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