

# Guarantee of Quality

At Cartridge World our inks and toners are specifically formulated to match that of your original cartridge, so there's no loss in quality. Our cartridges have any worn or moving parts replaced, and are carefully tested to ensure optimum performance before they leave our premises.

Furthermore, every one of our local branches is backed by our global research and development team, who have secured the prestigious Standardised Test Methods Committee (STMC) certification.

This is an international industry-standardised method, meaning we test the performance of our own laser cartridges against that of the printer-branded cartridges. This enables us to achieve the aim of providing print density equal to, or greater than that of the originals, as well as attaining a page yield that is 10% higher. Product cost versus performance is also objectively measured, enabling us to guarantee that the quality of our products actually exceeds that of the printer-branded cartridges.

If you are dissatisfied with the results of any of our printer cartridges, please return the cartridge as soon as possible together with proof of purchase to the Cartridge World store where you bought it from. The Cartridge World store will either repair the faulty cartridge, credit the full amount against a replacement Cartridge World cartridge or provide a full refund in exchange for the faulty cartridge. If you ordered your cartridge online at [cartridgeworld.co.uk](http://cartridgeworld.co.uk), return it to us to Cartridge World, Unit C, Buckshaw Link, Ordnance Road, Buckshaw Village, Chorley, Lancashire, PR7 7EL. Please ensure you include your online order number and we will refund your online account.

You don't need to worry about your printer warranty either – using a Cartridge World cartridge will not invalidate it.

But just to reassure you, if in the unlikely event that one of our printer cartridges causes any damage to your printer, we'd invite you to contact the store where you bought it from as soon as possible. If it is then established\* that the cartridge caused the damage, we would reimburse the full repair costs for any valid claim. This warranty is in addition to and does not affect your statutory rights.

We're so confident you'll be satisfied with the quality and performance levels of your Cartridge World branded cartridge, we offer a 100% moneyback guarantee. If, for any reason, you are not completely happy with your purchase, return your cartridge along with your receipt for a full refund.

\*Inspection by Cartridge World or a written report from a third party engineer will be required.

