

Our Guarantee & Quality Commitment

Product Quality

InkMart was founded on the principle of delivering the ultimate in product quality combined with uncompromising support, service and value.

Our line of compatible laser toner cartridges are manufactured in factories that are ISO 9001/14001 and ASTM / STMC Certified. All of the compatible and remanufactured laser toner cartridges sold by InkMart.com carry a 100% unconditional Guarantee to perform equal to or better than the original OEM cartridge. Any cartridge found to be defective will be replaced or a refund will be issued.

Under normal use, our cartridges will not cause damage, abnormal wear or deterioration to any printer.

We **Guarantee** that if a defective toner or ink cartridge causes any printer damage, InkMart will pay all reasonable service fees to repair the equipment or replace it at no charge to our customer. An authorized repair technician stating that the InkMart supplied compatible and remanufactured product is the cause of the machine damage must accompany all warranty claims.

Customers First

We have always believed that providing customers with superior products and quality service is the key to building long term relationships. Our customer-centric philosophy is embraced by every employee at InkMart and is evident in the policies we stand behind:

- **100% Satisfaction Guarantee** - If you're not satisfied with a product you purchased from us, we will replace it or issue you a full product refund.
- **We stock virtually every product we sell** - to eliminate delays and to get your printing supplies to you as quickly as possible – we almost always shipped within 48 hours. If you need your order sooner, you can always request one of our Express Shipping options.
- **Customer Service Support** – Our knowledgeable staff is here to offer our guidance and expertise to ensure you receive the best overall value. If you ever have a question about a product, wish to place an order, check on the status of your order; you can call us Monday through Friday 8am-6pm EST at (800) 385-7814 and our fully trained customer service staff will be happy to help you.
- **No Minimum Orders, No Extra Shipping Costs** - Unlike our competitors, if you only need to place a small item order we'll be happy to serve you and with only a few exceptions, we won't charge you additionally for shipping heavier or oversized orders.

We have and will continue worked very hard at maintaining our reputation for providing world-class customer service, products and solutions.

