

**Advance Core Return Policy**

As a unique benefit to our customers we are happy to offer our distinctive Advance Core Return Program allowing customers to order and receive needed parts at a discounted price *prior* to the actual part exchange. In addition, our generous 60-day return policy gives customers plenty of time to send back used cores without incurring additional fees. This unique program enables customers to enjoy the advantage of receiving their essential parts quickly while avoiding costly down time.

**How it works:**

All customers wishing to participate in the Advanced Core Return Program must fill out and sign an Advance Core Return Program Agreement form stating that they agree to the terms of the Program. A Credit Authorization Form is also available to customers wishing to be billed via credit card. Both forms are available online as well as from a sales account manager. Once completed, all forms must be submitted to an account manager to be kept on file.

We have made every effort to make the core return process simple and easy. Instructions, RMS identification tags and return postage (for UPS and FedEx customers) are enclosed in every package to ensure the return is received in a timely manner and with all the necessary identification. By following the enclosed directions, customers will be able to receive the proper credit for their return within the 60-day due date.

**Return Shipping**

In most cases, pre-paid return postage labels for UPS or FedEx will be included with the delivery of every new part. However, if you are customer that does not use UPS or FedEx, you have a large freight item or you prefer alternative shipping methods, we will work with you to make specific shipping arrangements. Please contact our Core Return Specialist Ms. Sherri Mitchell at (972) 793- 0702 or by e-mail at [smitchell@simprint.com](mailto:smitchell@simprint.com). International return shipping is reviewed on case by case basis.

**Core Return Requirements**

To ensure that no additional fees are incurred by the customer, each repairable core must be:

* **Received within 60-days** to avoid being invoiced for the core owed.
* The **exact equivalent** (matching part numbers) of the part(s) shipped.
* Clearly **labeled with the orange RMS tag**.
* **Sent back in the same\* or similar packaging** in which the new part was sent to ensure it ships without damage or, in some cases, incurs additional fees.

*\*Packaging for some freight items such as LED Arrays, Developer Stations and Toner Hoppers, for example, is tracked with an orange RMS tag and tracking number and may be invoiced if not returned.*

If a core return is not received within the 60-day return period, customers will be issued an invoice.

**Troubleshooting**

If there are any questions or problems with a core return, customers should contact their account manager with any problems or questions. Copies of the Advanced Core Return Program and its associated forms are posted online at www.simprint.com/corereturns.



**Advance Core Return Program Agreement**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Purchaser) agree to take part in the Core Return Program. By signing this Agreement Form, I understand that I will receive a core return discount *in advance* of returning my equivalent part. Once I have received my new part, I agree to return my equivalent core **within 60 days** to the address on the orange RMS tag to avoid incurring any core charges. If I do not return my core within the 60-day time period, I will either be invoiced or billed on my credit card (if I have signed the Core Charge Authorization Form).

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Contact Person Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Billing Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City, State, Zip \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please return this completed form by mail or fax to Simprint accounting department:**

**4545 Cambridge Road**

**Fort Worth, TX 76155**

**Attn: Sherri Mitchell**

**Phone: +1 972-753-0702**

**Fax: +1 214-614-4613**

**E-mail: SMitchell@simprint.com**