

# FAQ's

**Q. Will a remanufactured or compatible product work as well as the OEM product?**

Each cartridge is designed and manufactured to meet or exceed OEM product specifications for yield, output quality, and overall performance. The only difference you should notice between our products and the OEM products is the savings you receive.

**Q. Do American Imaging, Inc. cartridges use new drums, blades, chips and other components?**

Whenever possible, we utilize new components, including drums, blades, chips and rollers. This helps us to ensure the highest level of quality and performance.

**Q. What is the quality of toner used in the remanufactured and compatible cartridges?**

To support our focus on quality, AMERICAN IMAGING, INC. products only use premium raw materials from world class suppliers to ensure the best product performance. The toners we use in our cartridges will meet or exceed OEM performance specifications.

**Q. How do you control your product quality?**

All our manufacturing facilities follow stringent quality control standards to ensure high performance and low defect rate. Our production facilities for compatible and remanufactured laser cartridges are ISO 9001 and ISO 14001 certified. Each cartridge is individually tested before they are packaged and shipped. In addition, we will randomly sample cartridges from every completed batch and run full print quality and yield test to ensure consistency.

**Q. What is the defective rate on your cartridges?**

Our average defective rate across all cartridges is less than 1%. We are continuing to implement additional quality control standards and processes to further improve upon that figure.

**Q. What is your warranty on compatible and remanufactured cartridges?**

Compatible and remanufactured supplies are warranted to be free from manufacturing and material defects for a period of 180 days from the date of purchase. If, at any time AMERICAN IMAGING, INC. compatible and remanufactured supplies fail to perform according to the above, AMERICAN IMAGING, INC. will replace the item or credit the full purchase price.

**Q. What if I want to return or exchange a product after the warranty period is up?**

Please feel free to contact our customer service team. We will review the nature of your claim, and try our best to ensure that you are satisfied with your purchase.

**Q. What is your return procedure for a defective cartridge?**

Please contact AMERICAN IMAGING, INC. customer service to obtain a Return Authorization Number and shipping instructions. We will credit or exchange the defective cartridge as soon as we have received and inspected the item.