



Q-CONNECT[®]
SAVE MONEY AND PROTECT THE ENVIRONMENT

ARE YOUR CUSTOMERS AFRAID OF USING REMANUFACTURED CARTRIDGES BECAUSE THEY FEAR THEIR PRINTER WARRANTY WILL BE VOID IF THEY DO NOT USE ORIGINALS?

TELL THEM THEIR RIGHTS

Customers may tell you that using remanufactured cartridges will void their warranty.

Or that they are afraid of being charged for the maintenance of their printer if they do not use a cartridge produced by the original equipment manufacturer (OEM).

The truth is that no OEM manufacturer can take away a customer's choice of using original or remanufactured cartridges in their printer. It is illegal for a printer manufacturer to stipulate what brand of cartridge to use. Any sales or service technician who says otherwise is trying to intimidate and mislead them.

Therefore, a manufacturer cannot void a printer warranty because the user exercised their right to choose their preferred brand of toner cartridge. If a service engineer questions this, help them to state their rights confidently by quoting the above.

