

## RMA REQUEST FORM

To: InkCycle, Inc.

Customer Care Dept.

Email: [orders@inkcycle.com](mailto:orders@inkcycle.com)

Fax: 913-307-2104

From: \_\_\_\_\_

Customer #: \_\_\_\_\_

Telephone #: \_\_\_\_\_

Current Email: \_\_\_\_\_

Person Requesting: \_\_\_\_\_

Cartridge Type	QTY	Description of Defect	Purchase Order # or Order # of original purchase	Print Sample Attached Yes or No

Please complete form in its entirety. A UPS Return Label will be sent via e-mail to the address provided above within one business day following receipt of completed form. E-mail will be generated from either "IC Toner Evaluation" or "IC Ink Jet Evaluation." If you do not receive your label within 24 hours, please check your SPAM folder, as these e-mails are commonly routed to that folder. Once a return label has been generated, it will expire after 10 days.

Product received and determined to be defective upon analysis will be credited within 10 business days of receipt. Credit Card customers should expect a refund to their credit card within 3-5 business days after credit has been generated. Credit will not be given for items analyzed and found to be empty or non-InkCycle product.