



Innovera Imaging Support

The **Innovera Support Customer Care Team** is your central contact for product support. The Innovera Support team can be reached via email at InnoveraSupport@ussco.com or by telephone at 1-866-756-4676.

A. PRODUCT SAMPLES:

Upon approval by the Innovera Product Manager, Innovera Support will place the order and confirm with the order number. Samples are shipped via UPS ground with an ETA of 3 to 5 business days.

B. PRODUCT QUALITY ISSUES

Toner leakage, print problems, equipment damage.

Innovera Support will work with the Innovera quality manager and the customer on problem resolution.

- a) If an Innovera cartridge leaked toner in the customer's printer, we provide PRINTER CLEANING at no charge. Please contact Innovera Support and provide the above information and we will dispatch a service technician to the customer's site within 24 hours.
- b) If the customer uses his own service provider for the printer service, he can fax the repair bill to Innovera Support accompanied with the below information. The bill will be paid within 10 business days.
- c) If the service is performed by the dealer's in house staff, the dealer can fax or email his invoice to Innovera Support. Bill will also be paid within 10 business days.

When reporting a problem, the following information should be provided:

- SKU number(s) of the Innovera cartridge(s)
- Model number of the printer used (if applicable)
- Brief narrative of nature of complaint or how the problem occurred
- Dealer or end user contact information

When opening a claim, Innovera Support will:

- Assign a claim number.
- Email a UPS return label to the party holding the defective cartridge so we can have it sent in for evaluation.
- Ship a replacement immediately.
- If a replacement is not wanted, Innovera Support will issue a credit to the dealer account number
- If the customer has a repair bill, Innovera Support will collect the bill.

C. PRODUCT SUPPORT

General product inquiries, for example, specifications (page yield), general troubleshooting questions, need us to talk to a customer, have questions around our quality and other processes, can be submitted to Innovera Support or to the quality manager directly, Connie Yandall, cyandall@ussco.com, Tel: 847/627-2607.

Thank you for choosing Innovera. We sincerely appreciate your continued business and support of Innovera and United Stationers as a whole.

YOUR INNOVERA TEAM