



Warranty/Guarantee

All Products and Services purchased under this RFP shall be A+ Rated Companies that have never been debarred by any States and/or the Federal Government.

GUARANTEE

PDS TONER guarantees that a PDS toner cartridge will not cause damage to a printer when used in a machine for which it is designed and in accordance with the machine manufacturer's instructions. If it is determined that a printer has been damaged by a PDS toner cartridge, then PDS shall be responsible for the repair of the printer. This warranty covers all equipment used within the manufacturer's specifications and does not include acts of nature.

If a defect in any PDS Toner product is found to be the sole cause of damage to any equipment, PDS Toner will repair the printer at no cost to the company. This warranty is dependent upon the company providing PDS Toner with satisfactory evidence that said damage was due to a defect in a PDS Toner product.

It is a violation of the Sherman Clayton Antitrust Act for any dealer or Service Company to void your warranty or service agreement on your printer due to the use of cartridges or any supplies purchased from a source other than said company.

RETURN POLICY – DEFECTIVE TONER

Please note that PDS Toner experiences a historical overall defect rate of less than 1%.

As PDS Toner provides a 100% warranty of toner performance and customer satisfaction. A year from the date of purchase, any cartridge found to be defective will be replaced without question.

Users will call the toll free number and a replacement cartridge will be delivered or shipped same to next day. All defective cartridges will be picked up when the new cartridge is delivered or a prepaid shipping label will be provided to send it back.