

# Magnuson-Moss Warranty Improvement Act

## United States Code Annotated Title 15 Commerce And Trade Chapter 50 Consumer Product Warranties 15 Section 2302

"(c) No warrantor of a consumer product may condition his written or implied warranty of such product on the consumer's using, in connection with such product, any article or service (other than article or service provided without charge under terms of warranty) which is identified by brand, trade, or corporate name; except that the prohibition of this subsection may be waived by the Commission if:

1. The warrantor satisfies the Commission that the warranted product will function properly only if the article or service so identified is used in connection with the warranted product, and
2. the Commission finds that such a waiver is in the public interest."

### What This Means To You!

First, it means the manufacturer of your printer, copier, typewriter, or fax machine cannot tell you that you *must* use their brand of product in your machine, unless they give it to you *for free*; (Not likely! In our opinion, they charge *so much* for their consumables, they should *at least* give you the printer for free!) ; or unless they have predetermined ahead of time and had the Commission reach a decision to approve the fact that ONLY their product or service will cause the machine to work properly. (You'd know this if it were an approved decision.. it would say so *specifically* in the warranty. As far as we have been able to research, there has never been a decision made like that by the Commission.)

Second, it means they cannot void your warranty because you used a brand of cartridge other than their own in their machine.

Third, it means the manufacturer is NOT required, however, to make repairs to your machine if it has been damaged due to use of a product they did not manufacture, co-manufacture, or authorize for use in it. Does this leave you out in the cold if one of our cartridges damages your printer?

No, here's why... we guarantee our product with a printer damage guarantee. Our guarantee states that if our cartridge damages your printer, we'll replace it with a similar printer or equal value of cash, our discretion. In order to comply with the law, which states the manufacturer's warranty is responsible *unless the cartridge can be proven to have caused the damage*, the condition is you must have an OEM certified repair technician personally attest to the fact and explain in detail exactly how it was indeed our cartridge which damaged your printer, *in writing and signed*; the technician must agree to

be personally responsible for his decision, and state so in writing, and the technician must *let us have the replaced parts*. And, your printer must be covered by an OEM warranty. (Older printers not covered by an OEM warranty are NOT covered under our guarantee... many problems of an older printer are due to the printer's age, not a cartridge, and without a certified technician to repair it, it's difficult to tell. You must be able to present documentation that your printer is indeed covered under an OEM warranty which your OEM manufacturer will not honor.) With this, our insurance company will investigate the issue, according to the law and by consulting with the proper authorities, and buy you (or pay you an amount for or equal to) a replacement printer of equal or better value *if it is indeed found that our cartridge did actual damage to your printer*. And what if the technician won't do that? Well then, doesn't that mean the "damage" was not due to our cartridge, and you are covered by your warranty? *Yes, it does!*

As far as we know, there are only a *handful* of companies who will guarantee your printer's safety, and we are one of those few. Why? Because we know the quality of our cartridges, and we are willing to extend this guarantee. We only remanufacture ink jets once. Our laser toner cartridges are manufactured to the highest standards as well... our inks and toners match the particle size of the originals within a few microns... which means there is no abrasion to your print head... and no damage. We are certain of the quality of all our products.

Be careful who you choose to buy your cartridges from... purchase only a *quality remanufactured product*, not a "drill and fill" slop and dash job from an inexperienced wannabe hoping to soak you and then who disappears from the Internet. We know you want to save money, and we want to help you do that. If you don't purchase wisely, you'll end up spending more money, spending more time, and going through more aggravation than it's worth. We know! It happened TO US, and that's how we got started in the remanufacturing... *really Remanufacturing*... business!