

Inkloud RMA

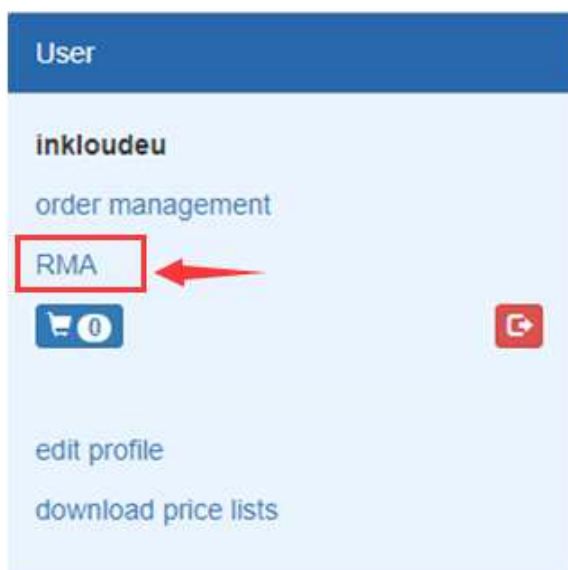


RMA PROCESS

1. Customers need to input the RMA list on website (<https://www.inkloud.eu/>);
2. Customers can close and print out the RMA list with unique RMA number when the defectives reach or above **2 full boxes**. Then, customer can stick the RMA list on the outside of return boxes. The list need to be sent to ORDER@INKLOUD.EU for confirmation and applying collection;
3. After the RMA list be confirmed by Inkloud, Inkloud will arrange to pick up the defective returns and customer need to print out the shipment manifest;
4. Inkloud warehouse will receive and check the returns and give out credit notes to customer for confirmation;
5. Customer need to offer the bank details info to ORDER@INKLOUD.EU / INFO@INKLOUD.EU ;
6. Inkloud will transfer back the credit notes and RMA process finished.

How can I make a return to inkloud.eu?

Click on the **RMA** section



To create an RMA and insert the products by code, just type 4 characters to find them and add them by filling in the required fields.



WARNING: Inkloud is not required to return the goods which sent by mistake. All Inkloud products attached with **unique barcode** which can be found and check via inkloud website: (<https://www.inkloud.eu/>)

TERMS AND CONDITIONS FOR TONER AND CARTRIDGES WARRANTY

1. For the recognition of the guarantee, it is mandatory to fill in the form (RMA) by customers. The RMA form can be found on customer's portal by login in inkcloud website;
2. Each return goods must be packaged by sealing bag to prevent leakage and pollute other goods;
3. The warranty is valid only for defects found by the manufacturer, not by the customer a negligence tampering with unawareness. The validity of **1 year** from the date of the NS invoice;
4. The cartridges regenerated with head have a warranty of within **6 months** from the date of purchase;
5. The compatible cartridges without head are not covered by warranty. Besides, Inkcloud will responsible for the recall once occurred batch problems;
6. Refilled cartridges and toners with printing defects must be accompanied by related printing tests proving to the defect found (important condition but not mandatory for the recognition of the warranty);
7. The warranty are not cover the refilled cartridges and toner which used **above 30%**;
8. In the event that the products are not sold by **Inkcloud Europe B.V.**, the photos with information will be sent. But **Inkcloud Europe B.V.** is not required to return the goods;
9. The warranty are not cover the returns which **above 50%** of the products not from inkcloud. The verification cost could be applied from **Inkcloud Europe B.V.**;
10. All returns must be shipped in **free-port shipment** at inkcloud **NL warehouse 6716AH – EDE**;
11. Upon receipt of the goods at inkcloud warehouses will be checked by specialized technician, and an email will be sent with the approval of the warranty in conformity. The images of unrecognized articles as evidence will be attached as well;
12. For the recognition of warranty, a credit note will be issued by bank transfer accordingly. No changes / replacements and compensations are made of the credit with the sales invoices;
13. The warranty covers only manufacturing defects and excludes damages as an example caused by an incorrect use respecting the intended use or from inexperience dealer or final consumer.



Morsestraat 6A – 6716AH Ede GL Netherlands

TEL: 0318-712028 FAX: 0318-712029

VAT: NL854221013B01 E-Mail: order@inkcloud.eu



Read and recognize inkloud product Label attached on the toner cartridges



The barcode also can be searched via inkloud website: (<https://www.inkloud.eu/>)

The screenshot shows the product page for HPCF530A toner cartridges. The page includes a product image, a quantity selector (15), a price of €11,50, and a list of specifications. The barcode 0700443228091 is circled in red on the page.

HPCF530A	
Black Compa HP Pro MFP M180n/	
15	€0,00
Price	€11,50
Code	HPCF530A
Use for	HP
Certificate	CE ROHS
Color	Black
Size	DDDD
Box Size	90
Weight	750 gr.
Barcode	0700443228091
Warranty	12 Months