



EIS Office Solutions Remanufactured Toner Cartridge Return Policies

Defective Cartridge Returns:

- ✓ Contact the EIS Office Solutions Customer Service Department toll free at 1(877)557-7300 or at (713)484-7300, ext. 0 to obtain a Return Merchandise Authorization (RMA) number.
- ✓ The EIS Customer Service Department will email you a return label.
- ✓ Return the defective cartridge to EIS.
(If possible, please return the cartridge in the original box)
- ✓ EIS will send you a replacement cartridge.
(Each cartridge has a 1-year warranty from the date of purchase)

Incorrectly Ordered Cartridge Returns:

- ✓ Contact the EIS Office Solutions Customer Service Department toll free to 1(877)557-7300 or at (713)484-7300, ext. 0 to obtain a Return Merchandise Authorization (RMA) number.
- ✓ The school is responsible for all shipping costs associated with returning incorrect cartridges.
- ✓ Cartridge must be returned in the original unopened packaging.

Contact Information

EIS Office Solutions, Inc.
Contact: Merrill Chance
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