

**Advance Core Return Policy**

As a unique benefit to our customers, we are happy to offer our distinctive Advance Core Return Program allowing customers to order and receive needed parts at a discounted price before the actual part exchange. Also, our generous 45-day return policy gives customers plenty of time to send back used cores without incurring additional fees. This unique program enables customers to enjoy the advantage of receiving their essential parts quickly while avoiding costly downtime.

**How it works:**

All customers wishing to participate in the Advanced Core Return Program must fill out and sign an Advance Core Return Program Form stating agreement. A Credit Authorization Form is also available to customers wishing to pay via credit card. Both forms are available online as well as from a sales account manager. Once completed, all forms must be submitted to an account manager.

We have made every effort to make the core return process simple and easy. RMS identification tags are enclosed in every shipment requiring a core return. By attaching the RMS tag to the core return, customers will receive the proper credit for their return within the 45-day due date.

**Return Shipping**

To return core on Simprint’s shipping account, please call or e-mail. If you are a customer that does not use UPS or FedEx, have a large freight item, or prefer alternative shipping methods, please call (972) 793- 0702 or e-mail at [sherri@simprint.com](mailto:sherri@simprint.com). International return shipping is reviewed on a case by case basis.

**Core Return Requirements**

To ensure that no additional fees are incurred, each **repairable** core must be:

* **Received within 45-days** to avoid being invoiced for the core owed.
* The **exact equivalent** (matching part numbers) of the part(s) shipped.
* Clearly **labeled with the orange RMS tag**.
* **Sent back in the same, or similar packaging** in which the new part arrived to ensure it ships without damage or, in some cases, will incur an additional fee.

\*Packaging for some freight items such as LED Arrays, Developer Stations and Toner Hoppers, for example, are tracked with an orange RMS tag, tracking number, and may be invoiced if not returned.

If a core return is not received within the 45-day return period, customers will be issued an invoice.

**Troubleshooting**

If there are any questions or problems with a core return, customers should contact their account manager. Copies of the Advanced Core Return Program and its associated forms are posted online at www.simprint.com/corereturns.



**Advance Core Return Program Agreement**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Purchaser) agree to take part in the Core Return Program.

By signing this Agreement Form, I understand that I will receive a core return discount in advance of returning my equivalent part. Once I have received my new part, I agree to return my equivalent core **within 45 days** to the address on the orange RMS tag to avoid incurring any core charges. If I do not return my core within the 45 days, I will either be invoiced or billed on my credit card (if I have signed the Core Charge Authorization Form).

Signed\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Contact Person Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Billing Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City, State, Zip \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax Number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail address:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please return this completed form by mail or fax to Simprint accounting department:**

**4545 Cambridge Road**

**Fort Worth, TX 76155**

**Attn: Sherri Mitchell**

**Phone: +1 972-753-0702**

**Fax: +1 214-614-4613**

**E-mail: sherri@simprint.com**