

# **How to Return Imaging Units!**

First step is to call ARC to get a RMA number (Return Merchandise Authorization). We need to hear from your technician as to why you are returning this unit. Perhaps, we can correct the problem over the phone.

A Restocking fee may be applied.

After you have an RMA number and we have spoken with your technician you may start packing the imaging unit to ship it back to us. Please, wrap up and pack the imaging unit as you originally received it.

**ATTENTION:** If seal is broken or if the imaging unit gets broken, the unit is totally not acceptable as a returned item.

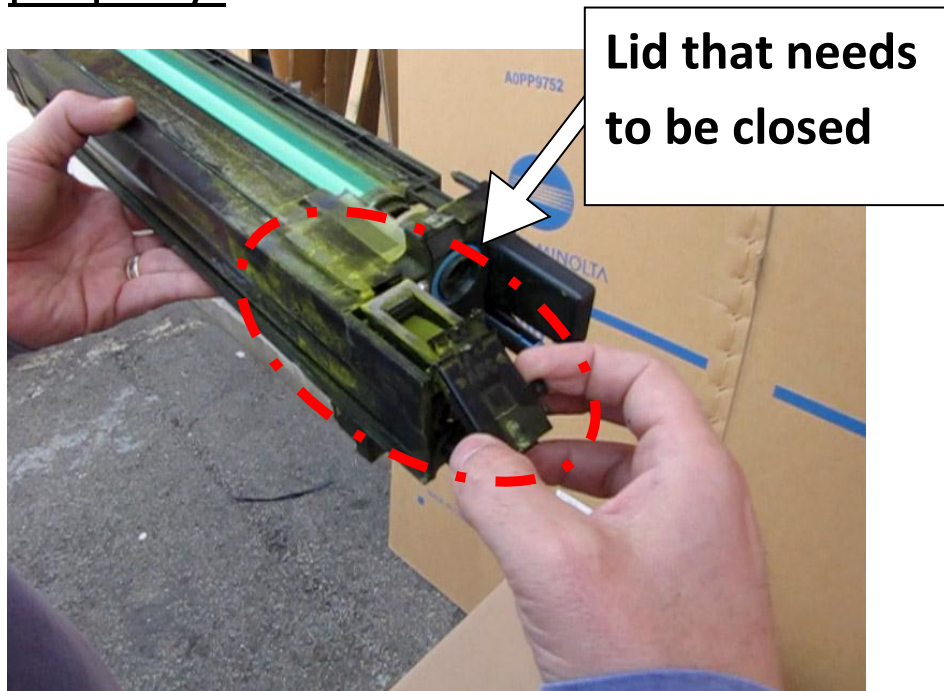
Do not ship Imaging Units in a single box.

It will damage the imaging unit. Therefore, please, double box the imaging unit along with packaging bubbles to avoid any damages. (*the same as you received*)

Examples of Damaged Imaging Units Due to Improper Return Packaging:



Note: The lid of the developer needs to be closed and taped in order to prevent the developer from spilling. Please, make sure the lid is closed properly.



Make sure you use all of the original Styrofoam and other additional packaging materials that came with the unit.

Sometimes, we use reinforcement cardboard to protect the sides of the unit from getting smashed. If you found the cardboard, please, make sure you re-use it or replace it if necessary.

### **WARNING!**

**Any damaged, scratched drums, drums exposed to the sunlight, or not properly packaged Imaging Units will not be accepted as a return item. The unit needs to be packaged exactly the same way as you received it and shipped back.**