

CAM's RETURN CARTRIDGE PROGRAM DETAILS

Return Cartridge Qualifications: Used copier supplies do not qualify for return.

Only OEM printer and facsimile cartridges and remanufactured facsimile and printer cartridges qualify for return. We will, however, pick up all manufacturer brands.

Customer Rebate Policy

There are no rebates for return cartridges. CAM will keep track of used cartridge returns to CAM by agency and/or account and provide return cartridge information to OSD and/or the person of your choice.

Min Return Required	CAM's Return Plan Program Options		Customer Return Instructions
4	<p><u>4 Pack Return Plan</u> Customers can return four cartridges at a time to CAM using a Prepaid Return Label.</p> <p>With a four cartridge return, the customer must package the cartridges and call CAM for a prepaid return label.</p>	All Counties	<p>To Return cartridges, save the original cartons the cartridges came in.</p> <ol style="list-style-type: none"> 1. Call CAM at (781) 932-9868 for a Return label 2. CAM will fax or mail you a return label 3. Seal each cartridges in it's original box 4. Place four cartridges in secure box and seal 5. Place Prepaid UPS return label on box. 6. Give to UPS carrier upon arrival on location or call CAM to make pick up arrangements <p style="text-align: center;">Special Note: DO NOT call UPS direct for pick up</p>
6	<p><u>Easy 6 Pack Return Plan</u> In order to offer an easy method of cartridge Return, CAM encourages our customers to buy cartridges in quantities of six. When doing so,</p> <p>CAM will deliver cartridges in a special corrugated box. Enclosed in the box will be:</p> <ol style="list-style-type: none"> 1. Gummed Sealing Tape 2. Return Instructions 	All Counties	<p>To Return cartridges, save the corrugated box the cartridges were delivered in along with the sealing tape sent by CAM.</p> <ol style="list-style-type: none"> 1. Call CAM at (781) 932-9868 for a Return label 2. Seal each cartridge in it's original box 3. Place 6 cartridges in corrugated delivery carton 4. Place Prepaid UPS return label on box and seal 5. Give to UPS carrier upon arrival on location or call CAM to make pick up arrangements <p style="text-align: center;">Special Note: DO NOT call UPS direct for pick up</p>
40+	<p><u>Volume Pick Up Plan</u> Customer must have 40 cartridges or more to qualify for volume pick up</p>	All Counties	<ol style="list-style-type: none"> 1. Seal each cartridge in it's original box 2. Call CAM at (781) 932-9868 to schedule pick up 3. A pick up date and point of contact will be arranged 4. Pick up will take place within 7 business days. <p style="text-align: center;">Special Note: Customer is responsible for palletized preparation. Pick up is performed by an independent carrier and will be refused if not properly prepared and brought to loading dock.</p>
20+	<p><u>Cartridge Drop Off Bins</u> Customers can elect to participate in CAM's drop off bin program. If so, once the bin is full they can call CAM for a pick up at any time.</p>	Metro Boston & 128 Belt	<ol style="list-style-type: none"> 1. Call CAM at 781-932-9868 to schedule pick up 2. Pick up will take place within three business days

Special Notice:

CAM will continue to research alternative methods of pick up and will post changes on our web site.. We are looking into automatic monthly pick up dates at prominent downtown locations such as Ashburton Place. Notice will be sent to customers should upon implementation of program.

