



#### Payment Terms

- Upon credit approval, terms are net 30 days from the date of invoice. A credit line can be established by completing the Customer Credit Application.
- No shipments will be made to accounts that are fifteen (15) days past due or over their credit limit.
- Image Star does not accept COD orders
- VISA, MasterCard, and American Express Corporate Purchase cards are accepted at time of purchase with a valid Credit Card Authorization form.
- Remittance address: Image Star, PO Box 353 East Berlin, CT 06023-0353.

#### Freight Policy

- All order ship via ground services unless otherwise requested by the customer
- Image Star's Primary Carrier is UPS. Image Star reserves the right to ship via other common carrier at any time.
- Residential shipments as determined by USPS will ship via UPS Sure post
- All orders over 150 pounds will ship ground ONLY
- Packages will ship out same day from our facilities that are in good credit standing as long as orders are placed by the following times:
  - \*Middletown, CT: Ground Orders: 5:45PM EST; 2<sup>nd</sup> Day & Next Day Air packages: 7:45PM EST
  - \*Memphis, TN: Ground Orders: 6:45PM EST; 2<sup>nd</sup> Day & Next Day Air Packages: 7:45PM EST
  - \*Fresno, CA: Ground Orders & 2<sup>nd</sup> Day Air Packages: 7:45PM EST; Next Day Air Packages: 6:45PM EST
- Freight charges are based on UPS published rates and a \$2.00 handling fee, insurance fees of \$0.35 per \$100 of order value, as well as fuel/ancillary charges.

#### Sales Tax Policy

- All customers are required to have a valid resale certificate on file with Image Star for each state where they are shipping product. All customers without a valid resale certificate that are drop-shipping orders must apply for the applicable state resale certificate. In the event that the customer drop ships but chooses not to obtain a resale certificate, the state sales tax will be applied to the order.

#### Address Corrections

- Any orders requiring an address change by UPS will be charged \$18.00 whether or not the customer requests the correction. Shipments to a P.O. Box are considered invalid by UPS and will be charged the correction fee.

#### Order Cancellations

- Orders are processed immediately. Changes to orders cannot be made and orders cannot be canceled. Packages can be re-routed. In order to request a re-rout, email [customerservice@imagestar.com](mailto:customerservice@imagestar.com), requests must be made prior to 7pm EST. You must provide your purchase order or the Image Star order number. Any cancelled orders will receive a \$18.00 charge

#### Product Returns

- To return product please visit [www.imagestar.com](http://www.imagestar.com) and fill out the return authorization or email [customerservice@imagestar.com](mailto:customerservice@imagestar.com) with the following information:
  - Your order number
  - Reason for the return
  - Defective description
  - Item Lot code
- Return Authorizations (RAs) will take 3-4 business days to be processed.
- Credit will be issued within 3 days of receipt of the product subject to the terms and conditions stated below.
- All returns must be sent back freight prepaid, unless a prepaid label is provided.
- Any returns that are sent back freight collect will be refused.
- If product is received without a Return Authorization, is identified as being not from Image Star or is empty, no credit will be given. Image Star is not responsible to return the product.
- Return Authorizations will expire 15 days from the issue date.

- If the preceding conditions are not met a credit will not be issued.
- Credits are given in the form of a credit memo to the original account. The account must be active and transfer of credit is not permitted. Credit memo number must be referenced on remittance for proper payment application.

#### Over shipment, Short Shipment and Wrong Item Shipments

- All over, short and wrong item shipments must be reported to Image Star within 15 days of receipt
- Requests for returns resulting from Image Star errors must be made within 15 days of receipt

#### Non-Defective Product Returns

- **Non-defective returns are subject to a 15% restocking fee and a return authorization MUST be requested within 60 days of purchase and subsequently returned within 75 days of purchase**
- Any non-defective return received that is not 100% resalable (with all original packaging, all parts, instructions, and labels) will be returned to you at your expense. Please do not write the Return Authorization number or place labels on the original packaging, as that will make it non-resalable.

#### Defective Compatible/Remanufactured Product Returns

- All Hyperion Compatible products have a lifetime warranty.
- All High Performance (TAA) products are warranted for two years.
- All returns of these products require the following:
  - Invoice, Order or Purchase Order Number
  - Part Number
  - Item Lot code
  - Defective description
- All defective returns will be inspected and toner cartridges will be weighed. Product that is found to be non-defective or used will not be credited. Such product will be returned to you at your expense.
- All defective returns should be reported at the time they are discovered. Bulk returns will not be accepted.

#### Defective OEM Product Returns

- Several OEM manufacturers require defective products be returned directly through them. Below is the list of those manufacturers and their contact information.
- Brother 800-284-4329
- Canon 800-423-2366
- Hewlett Packard 800-334-5144
- Kyocera 800-255-6482
- Lexmark 800-438-2468
- Panasonic 800-HELP-FAX
- Ricoh 800-882-4858
- Sharp 800-237-4277
- Xerox 888-339-7887
- For all other OEM defective product returns the original purchase order number or your invoice number as well as the defective reason are needed for return
- All OEM defective returns must be made within 30 days of the original invoice.
- All OEM defective products must be returned freight prepaid.
- All bottled copier, fax, printer supplies including toner, developer and fuser supplies are checked and in resale condition before shipping and therefore are not returnable. All sales of these items are final
- All returns for multi-unit packaged (two packs, etc.) product must be returned in the same unit of measure in which they are purchased.

#### Products Damaged In Transit

- To receive a credit for product damaged in transit, the damaged product must be reported to Image Star within 5 days of receipt of the product. In addition, we ask that pictures of the damage be sent to [customerservice@imagestar.com](mailto:customerservice@imagestar.com).

#### Products, Pricing and Services

- Image Star's products do not infringe the intellectual property rights of any persons or third party, patents, copyrights or trademarks.  
Image Star reserves the right to update prices, product specifications, and policies without prior notice

