



## Image Star Terms & Conditions of Purchase

*Last Updated September 14, 2023*

### 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 orders ship via ground services unless otherwise requested by the customer.
- Image Star's primary carrier is FedEx. Image Star reserves the right to ship via another common carrier at any time.
- Residential shipments as determined by USPS will ship via FedEx Ground Economy (formerly called FedEx SmartPost).
- All orders over 150 pounds will ship ground only.
- All orders will ship out the same day provided the credit account is in good standing, the product is in stock, and the order is placed by the following cutoff times:
  - Middletown, CT: Ground Orders: 7:30PM EST; 2nd Day & Next Day Air packages: 5:45PM EST
  - Memphis, TN: Ground Orders: 7:30PM EST; 2nd Day & Next Day Air Packages: 5:45PM EST
  - Any orders shipping UPS must be placed prior to 6:30PM EST to ensure same day pickup.
- Freight charges are based on FedEx published rates and a \$2.00 handling fee, insurance fees of \$0.35 per \$100 of order value, as well as fuel/ancillary charges.
- Image Star ships via less than truckload (LTL) freight service when economical for heavyweight orders and also by customer request. LTL freight costs are quoted at the time of order. Any surcharges for special handling whether by customer request or required by logistical constraints (e.g., no loading dock, no freight elevator) will be billed to the customer.

### 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 who are drop-shipping orders without a valid resale certificate must apply for the applicable state resale certificate. In the event the customer drop ships but chooses not to obtain a resale certificate, the relevant state sales tax will be applied to the order.

### Order Changes, Corrections, and 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-route, email [customerservice@imagestar.com](mailto:customerservice@imagestar.com). Requests must be made prior to 7pm EST on the day of order. You must provide your purchase order or the Image Star order number. Any re-routed orders will incur an \$18.00 charge.
- Any orders requiring an address change by FedEx or similar carrier will be charged \$18.00, whether or not the customer requests the correction.
- Orders can only be shipped to physical addresses. Any orders shipped to a P.O. Box will incur a \$18.00 address correction charge.

### Order and Shipment Errors

- Requests for returns resulting from Image Star errors (e.g., wrong item shipments, short shipments) must be made within 15 days of receipt. An investigation will be opened upon notification of an order error or shortage. Once confirmed Image Star is at fault, a credit will be issued.
- If the shipping box is visibly damaged, the product must be signed for as damaged, and the damage must be reported to Image Star within 5 days of receipt by emailing [customerservice@imagestar.com](mailto:customerservice@imagestar.com). We ask that you include photographs of the damage to support a claim with the carrier.
- Image Star will provide prepaid shipping labels at its expense for any product returns resulting from Image Star errors. Image Star will not reimburse shipping costs if the customer elects not to use the provided prepaid shipping label.

### Returns for Compatible and Remanufactured Product Lines (Hyperion, High Performance, and Comparable Specifications)

- Return requests may be made by completing the return authorization form on [Imagestar.com](http://Imagestar.com) or by emailing [customerservice@imagestar.com](mailto:customerservice@imagestar.com) with the following information: your order number, the reason for the return, a description of the defect experienced (if applicable), and the item lot code.
- Image Star offers a one-year warranty on defective compatible and remanufactured product. Requests for defective returns must include the item lot code and type of defect experienced to support future quality assurance. Exceptions will be granted for reasonable situations only. Image Star will issue a pre-paid return shipping label for defective returns. All defective returns will be inspected and weighed; product that is found to be non-defective or used will not be credited. All defective returns should be reported at the time they are discovered; bulk returns will not be accepted. At its discretion, Image Star might instruct customers to dispose of the defective product instead of shipping it back, in which case a courtesy credit will be issued.
- Image Star allows non-defective returns on compatible and remanufactured product in 100% sellable condition for up to 30 days following purchase. The return authorization must be requested within 30 days and subsequently returned within 45 days of purchase. Customers should ship non-defective product returns to Image Star freight pre-paid; Image Star does not pay return shipping on non-defective product returns. Any non-defective return received that is not 100% resalable (with all original packaging, all parts, instructions, and labels) will be returned to the customer at the customer's expense. Please do not write the Return Authorization number or place labels on the original packaging, as that will make it non-salable.

### Returns for OEM Product Lines

- Return requests may be made by completing the return authorization form on [Imagestar.com](http://Imagestar.com) or by emailing [customerservice@imagestar.com](mailto:customerservice@imagestar.com) with the following information: your order number, the reason for the return, and a description of the defect experienced (if applicable).
- Many OEM manufacturers (listed below) require that defective product be returned directly through their own return programs. Image Star cannot accept defective returns for OEM product from these manufacturers. Instead, customers should contact the manufacturer directly for a defective claim.
  - Brother, (800) 284-4329
  - Canon, (800) 423-2366
  - HP, (800) 334-5144
  - Kyocera, (800) 255-6482
  - Lexmark, (800) 438-2468
  - Panasonic, (800) HELP-FAX
  - Ricoh, (800) 882-4858
  - Sharp, (800) 237-4277
  - Visioneer Warranty (925) 251-6399
  - Xerox, (888) 339-7887
  - Xerox Scanner 1 (800) 648-0410
- For all other OEM product lines, Image Star accepts defective returns within 30 days from purchase. The return request must include the serial number on the cartridge and the type of defect experienced. Defective OEM returns must be returned freight prepaid.
- As an authorized Pantum distributor, Image Star administers all manufacturer warranty claims for Pantum product purchased through Image Star. Pantum warranty claims may be submitted to [customerservice@imagestar.com](mailto:customerservice@imagestar.com) and should include your order number and a description of the defect experienced. The terms and details of Pantum's U.S. warranty program may be found at [Pantum's website](http://Pantum's website).
- Image Star accepts returns of non-defective OEM product in 100% salable condition if requested within 30 days and subsequently returned within 45 days of purchase. The customer is responsible for return shipping for non-defective OEM returns, which must be returned freight prepaid. Image Star does not pay return shipping expenses for non-defective returns.

- 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 product (e.g., two packs) must be returned in the same unit of measure in which they are purchased.

#### General Return and Credit Policies (All Product Lines)

- Credits will not be issued for returns until the returned product has been received and inspected by Image Star. This requirement is waived if Image Star instructs the customer to dispose of a defective compatible product rather than return it (i.e., "field destroy").
- Any returns that are sent back freight collect will be refused.
- Returns received that are not authorized via an RA will be communicated to the customer. These returns will not be credited unless an exception is approved.
- Return authorizations are processed within 4 days of request and expire 15 days from the date of issue if unused.
- Image Star does not accept returns of product that was not originally sold by Image Star. If product purchased from another vendor is returned to Image Star, Image Star will inform the customer of the discrepancy. Image Star will either dispose of the product or return it at the customer's freight expense.
- If upon inspection, a defective return is found to be non-defective, the return will be processed as non-defective if eligible and any return shipping expenses already paid by Image Star will be deducted from the credit value. Fully used, empty cartridges are not considered defective. Unopened, unused cartridges in salable condition are not considered defective.
- If upon inspection, a non-defective return is found not to be in 100% sellable condition, Image Star will inform customer if the return is denied, in which case the item will be returned to customer, who will be responsible for shipping expenses incurred. Salable condition requires the product to be unused, in its original packaging, in pristine condition; please do not write on or otherwise alter the original product packaging.
- Because ink and toner have a limited shelf life, Image Star does not accept any returns more than one year following purchase. To ensure product quality at the time of use, Image Star encourages clients to purchase product that will be used within one year of purchase.
- 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. The credit memo number must be referenced on remittance for proper payment application.

#### Other Policies

- Backordered items will ship when they become available and Image Star reserves the right to cancel any backorders older than 30 days without notice.
- Image Star reserves the right to update prices, product specifications, and policies without prior notice.