



IOT's merchandise return policy

If you need to return merchandise or goods purchased from IOT your first step will be to get a Return Merchandise Authorization (RMA) number. You can obtain an RMA # via the following contact methods.

Phone: 651-452-5630 (888-452-5630)

Email: customercare@iotinc.com

We will then coordinate a way to retrieve the items you need to return, shipment or USPS (determined by IOT). Please make sure the items are packed carefully in their original box to ensure no damage will be done in transit. The items being returned must get back to IOT within 30 days of you receiving the RMA #.

If you are returning a defective cartridge we will immediately issue you a replacement cartridge.

Once this process is started we will then email or fax you a copy of our RMA form which needs to be filled out completely. **IMPORTANT!** Make sure to put the RMA # the customer care representative gives you in the designated box on the RMA form.

Also, if it is a defective cartridge you are returning it is required that you include at least 3 test pages showing the defect which you are experiencing. We understand that these documents might be confidential, if this is the case visit the following link to download a test page.

www.iotsolutions.com/checkcartquality.html

If a cartridge is determined to not be defective a restocking fee ranging from 20%-50% will be applied depending on the life left in the cartridge.

IOT reserves the right to reject any returned merchandise that differs from the information listed on the RMA form. This includes but is not limited to;

1. An invalid/missing RMA number.
2. No visible RMA number and not included with documentation
3. RMA # differs from the one given
4. Expired RMA #
5. Unauthorized Return (no RMA # issued)
6. The merchandise has been tampered with
7. Merchandise not purchased from IOT

Please contact us with any questions you may have about this process.