

Lexmark Return Program Cartridges

Lexmark Return Program Cartridges are sold at a discount versus the prices of regular laser printer cartridges in exchange for the customer's agreement to use the cartridge only once and return it only to Lexmark for remanufacturing or recycling.

Regular cartridges without this license/agreement sold at regular prices are also available. Regular cartridges are also recyclable at no cost through Lexmark Cartridge Collection Program. Lexmark Return Program Cartridges are always made with all new parts.

Lexmark Return Program Cartridges & Our Environment

Lexmark recycles Return Program Cartridges, keeping them out of the waste stream. In 2002, Lexmark's remanufacturing efforts kept close to one million laser cartridges out of landfills. Return Program Cartridges are a great choice for the environment. Other recycling and remanufacturing options are available with regular cartridges.

Frequently Asked Questions

Q. Is this the same program as Prebate?

A. Yes. Former Prebate cartridges are renamed Lexmark Return Program Cartridges. The license terms remain unchanged.

Q. If the program's the same, why change the name?

A. The licensed cartridge program has been very successful under the Return Cartridge name. The revised name provides synergy between the license agreement, customer action to participate, and the overall Lexmark Environmental Program.

Q. How do I purchase a Lexmark Return Program Cartridge?

A. They are available directly from Lexmark, through Lexmark-authorized supplies dealers and participating independent supplies dealers.

Q. If the purchasing department of my company buys Lexmark Return Program Cartridges, how will the end user know if they have a Lexmark Return Program Cartridge? And how will they know they can't send it to a remanufacturer?

A. Lexmark expects companies buying the Lexmark Return Program Cartridge and accepting its discount to comply with its license agreement conditions. Lexmark Return Program Cartridge cartons have the license agreement terms clearly posted on the external packaging. Opening the package indicates the user's acceptance of the Lexmark Return Program Cartridge terms. Additionally, all toner Lexmark Return Program Cartridges have the Lexmark Return Program license agreement terms prominently printed on the cartridge itself.

Q. Does the Lexmark Return Program discount affect the warranty coverage or length in any way?

A. No. The regularly priced cartridge and the Lexmark Return Program Cartridge both have the same lifetime warranty.

Q. Other than price, what is the difference between the Lexmark Return Program Cartridges and regular cartridges?

A. There are no performance differences whatsoever. Lexmark Return Program Cartridges have Lexmark Return Program-specific license agreement conditions printed on them that do not appear on regular cartridges.

Q. Are Lexmark Return Program Cartridges new cartridges or are they remanufactured/refilled cartridges?

A. Lexmark Return Program Cartridges are newly manufactured and contain 100 percent new parts.

Q. Can I switch back and forth between cartridge types?

A. Yes. You can buy either Lexmark Return Program or regular cartridges, without Return Program conditions, at any time.

Q. What if I don't return the Lexmark Return Program Cartridge?

A. Why wouldn't you? It's free. It's easy. It's the right thing to do for the environment.

Q. What if I want to send cartridges to a third party remanufacturer?

A. Regular cartridges, without the license agreement, are available from Lexmark or through authorised dealers. These cartridges provide the same high quality and yield and may be remanufactured by a third party.

Q. Can I refill a Lexmark Return Program cartridge as long as I eventually return it to Lexmark?

A. No. You purchased the Lexmark Return Program Cartridge with the understanding the cartridge would be used once and returned to Lexmark for remanufacturing and recycling. Regular cartridges without this understanding are available.

Q. Why does Lexmark prohibit the Lexmark Return Program Cartridge's reuse and request its return?

A. Lexmark offers a regularly priced cartridge with regular terms and conditions. With the Lexmark Return Program Cartridge, Lexmark encourages the return of the empty to Lexmark by selling the cartridge with a license to use it once only and return the empty to Lexmark. The empty has an approximate value to Lexmark or a refiller of an amount at least equal to the Lexmark Return Program amount.

Q. What do I get for sending empties back to Lexmark?

A. You received a significant discount up-front (over the regularly priced cartridge with regular conditions) in exchange for compliance with the Lexmark Return Program conditions. There is no charge for returning empty cartridges to Lexmark through the Lexmark Cartridge Collection Program. Doing so helps protect our environment and helps comply with the Lexmark Return Program conditions to use the cartridge once only and return the empty cartridge to Lexmark for remanufacturing and recycling.

**Q. How do I send my empties back to Lexmark?
A. Use the Cartridges 4 Planet Ark Program.**

<http://www.planetark.com/cartridges>

**Q. What happens to the empties I return?
A. Lexmark remanufactures and/or recycles the cartridges.**

**Q. What if I no longer have the packaging to return the cartridge?
A. Visit your country-specific web page for return directions.**

Terms and Conditions

Lexmark Return Program Cartridges offer a significant discount below regularly priced cartridges (sold without restrictions) in exchange for the purchaser's agreement to use the cartridges only once and to return them only to Lexmark for remanufacturing or recycling.

Regular cartridges are available for those customers who do not choose the Lexmark Return Program Cartridge.

In a manner similar to the way most software is provided, patented Lexmark Return Program Cartridges are packaged with a Lexmark license/agreement. Opening the carton or using the cartridge signifies the user's agreement to the use once and return the empty cartridge conditions of the license agreement. The license conditions are an essential part of the Lexmark Return Program Cartridge offering. For this discounted price, the user agrees that this cartridge will be used once only and the empty cartridge returned to Lexmark. The empty cartridge should be returned to Lexmark at no cost using the prepaid information supplied with each Return Program Cartridge.

To facilitate appropriate recycling of empty Lexmark print cartridges, Lexmark strongly encourages consumers to use the Cartridges 4 Planet Ark Program, our easy, no-cost method for returning empty Lexmark cartridges to Lexmark.

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