



## 100% Promise - Our Pledge

The AMROS 100% Promise is our pledge to providing customers with complete satisfaction that we will meet the following service criteria:

- ✓ All AMROS Remanufactured Toner Cartridge products will be produced to meet ISO 9001:2000 standards.
- ✓ All AMROS Remanufactured Toner Cartridge products will be backed by a comprehensive 2 year warranty.
- ✓ Warranty includes printer replacement and engineer call out.
- ✓ Using AMROS Remanufactured Toner Cartridge products will not void your printer warranty.
- ✓ All page yields will meet or exceed OEM standards.
- ✓ Our operational accuracy must not fall below 99%.
- ✓ Our order fulfillment rate must not fall below 99%.
- ✓ Our returns rate must not exceed 2%.



## Product Warranty

AMROS warrants for 2 years that its Remanufactured Toner Cartridge products are suitable for use in the intended models of printers and are free of defects that could cause damage to these printers.

Should it be shown that a printer is damaged due to the use of a AMROS Remanufactured Toner Cartridge product, AMROS will pay reasonable and customary charges for the repair of your printer, or provide an equivalent new or refurbished printer. A AMROS approved Engineer must be consulted in the first instance. The use of this product will not void your printer's warranty.

