



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.
- VISA, MasterCard, and American Express Corporate Purchase cards are accepted at the **TIME OF ORDER ONLY**.
- Remittance address: Image Star, PO Box 93 Brattleboro, VT 05302-0093
- Image Star does not accept COD orders.

Freight Policy

- Orders will be billed based on UPS zone rates, plus a \$2.00 handling fee and an insurance fee of \$.35 per \$100 of order value. Orders under \$50.00 will be charged a small order fee of \$3.00.
- All orders over 150 pounds will ship ground service and be charged actual rates, plus handling and insurance.
- Any contracted freight programs only apply to the local warehouse closest to the ship to location
- All in stock orders entered and cleared by our credit department will ship same day as long as entered by cutoff times below:
 - Middletown, CT: Ground orders: 5:45 PM EST; Next day & 2nd day air packages: 7:45PM EST
 - Memphis, TN: Ground orders: 6:45 PM EST; Next day & 2nd day air packages: 7:45PM EST
 - Fresno, CA: Ground orders & 2nd Day air packages: 7:45PM EST; Next day air packages: 6:45PM EST
- All customers drop shipping product into the states of California and/or Connecticut are required to have a valid resale certificate for those states on file. These documents are required to ensure that both Image Star and our customers remain in compliance with the State of CA and CT tax guidelines. All customers without a CA or CT resale certificate that are drop shipping orders into these specific states, must apply for the applicable state resale certificate. In the event that the customer ships into these states 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 \$12.50 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 \$12.50 address correction charge.

Order Cancellations

- Orders are processed immediately to ship the same day. Because of this, changes cannot be made and orders cannot be cancelled. If an order ships that you want to cancel, send the package back to Image Star with the Return Authorization form included. Please do not refuse the package. Any package turned away will receive a \$12.50 refusal fee. This fee will also be charged to packages with address information missing from the label.

Product Returns

- Credit will not be given until the product in question has been received back by Image Star.
- 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.
- Short shipments and wrong item shipments must be reported to Image Star within 5 days of receipt.
- Requests for returns resulting from Image Star errors must be made within 5 days of receipt.
- All orders placed for non-stocking items cannot be refused, cancelled, or returned.
- If product is returned without an approved Return Authorization, product is returned that was not purchased from Image Star, or empty cartridges are returned, you will be notified and have one week to respond or product will be disposed of and no credits will be issued. You may also request the product is shipped back to you at your expense (\$10).
- Return Authorization will expire 30 days from the issue date.



- 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.

Non-Defective Product Returns

- **All stocking, non-defective returns will be subject to a 15% restocking fee after 30 days, a 20% restocking fee after 60 days and is non-returnable after 90 days.** There is no restocking fee if requested within 30 days of the order.
- 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 stick labels on the original packaging, as that will make it non-resalable.
- All non-defective non-stocking items are non-returnable.
- **All Compatible (Hyperion and Premium) returns outside of 90 days are non-returnable and considered overstock. Buy back of overstock items is at the discretion of management.**

Products Damaged In Transit

- To receive a credit for product damaged in transit, the product must be signed for as damaged and the damage must be reported to Image Star within 5 days of receipt of the product. The product must be returned in its original exterior carton. If the preceding conditions are not met a credit cannot be issued.

Defective Product Returns

- All claims of defective OEM product must be made within 90 days of invoice date and will be available for a replacement only, except for the manufacturers listed under the manufacturer exception section below.
- You must provide the serial number on the cartridge, product name, model number and a description of the issue on all returns.
- All OEM defective products must be sent returned freight prepaid.
- 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.

As determined by the industry and our manufacturers, please note these exceptions to our return policy:

- Bulk diskettes cannot be returned. All sales are final.
- All bottled copier, fax, printer supplies including toner, developer and fuser supplies are checked and in saleable condition before shipping and therefore are not returnable. All sales of these items are final
- All returns must be in the same unit of measure in which they are purchased.
- Image Star will not be accepting any returns on the following manufacturers. If you have a defective claim, you will need to contact the manufacturer directly. In some cases, the end user will need to provide documentation.
 - Canon 800-423-2366
 - Hewlett Packard 800-334-5144
 - Panasonic 800-HELP-FAX
 - Ricoh 800-882-4858
 - Sharp 800-237-4277
 - Xerox 800-835-6100 dial1

Published Information

- Image Star reserves the right to update prices, product specifications, and policies without prior notice.