

**PLEASE WRAP YOUR CARTRIDGES IN CLING FILM BEFORE YOU SEND THEM BACK TO US, USE A PADDED ENVELOPE**

## REFILL BY POST ORDER FORM

**CUSTOMER NO. (IF KNOWN)** **DATE:** V4.0 Nov 2008

**Customer Name:**

Address:

City:

County:

Post Code:

Telephone:

E mail:

### CARTRIDGES TO BE REFILLED

|                          |                   |
|--------------------------|-------------------|
| 1) Brand / Manufacturer: | Cartridge Number: |
| 2) Brand / Manufacturer: | Cartridge Number: |
| 3) Brand / Manufacturer: | Cartridge Number: |
| 4) Brand / Manufacturer: | Cartridge Number: |
| 5) Brand / Manufacturer: | Cartridge Number: |

If you have more than 5 cartridges for refilling then use a separate piece of paper

### PRICE STRUCTURES

Prices are per cartridge actually refilled, not per colour or quantity sent in for refilling: If you send 5 cartridges to us but only 3 of them are in a suitable condition for refilling then you will be charged the price for the actual quantity of cartridges that are refilled. Before sending cartridges, please refer to the cartridge list on the web site, or check with us on the number below, to ensure that your cartridges can be refilled.

1 x cartridge = £9.98 / 2 x cartridges = £16.97 / 3 x cartridges = £21.96 / 4 x cartridges = £23.96 / 5 x cartridges = £24.96 Prices include VAT at 15%. More than 5 will be charged at 50% off the single cartridge price of £8.68+VAT, which is approximately £4.99 each. There will be a £1.85 charge for postage when returning your cartridges.

### CARTRIDGE CHECKLIST

**You must only send genuine branded ink cartridges which have not been refilled by 3rd party refill companies**

- \* The cartridges have not been empty or not left unused/out of the printer for more than two weeks
- \* Do not put any adhesive tape on the cartridge print head - place your ink cartridge in a sealed plastic bag or cling film
- \* Circuit strips must not be scratched or damaged in anyway
- \* The quoted prices above are for cartridges actually refilled, if you send us for example 5 ink cartridges but only 2 are suitable for refilling then we will charge the price for 2 cartridge refills. We will supply a detailed explanation about each cartridge that is not refillable.
- \* If all of the cartridges that you send are not suitable for refilling, ie old, dried out, wrong cartridge type etc we will charge you an inspection fee of £2.00. We will send you a detailed report of the reason why each cartridge was not refillable
- \* You must get proof of postage from the post office when you send back your empty ink cartridges. Should your parcel get lost in the post then it will be your responsibility to make a claim from the post office. The maximum you can claim without additional insurance is £34.00

### PAYMENT DETAILS

Cheques or postal orders should be made payable to Bignell Online Limited  
Do not send the security code from your card. We will telephone you for that when we receive your order.

|                               |   |
|-------------------------------|---|
| Name of Card Holder:          | Card Type: Visa / Mastercard / Solo / Maestro / Amex                      |
| Card Number:                  | Expiry date:  |
| Issue Number (if applicable): | Would you like cartridges which are not refillable returned? <b>Y / N</b> |

### DECLARATION

I hereby confirm that I have read and understand the refill by post payment method. I understand that I shall pay per cartridge that is refilled and not per cartridge that is sent for refilling.

Name : \_\_\_\_\_ Signature: \_\_\_\_\_

Return this form and your cartridges to:

**FREEPOST RLSC-XBEZ-HHXS – Bignell Online Ltd, Unit E6, Rudford Industrial Estate, Ford, Arundel, West Sussex, BN18 0BD**

**If you have any queries call us on 0800 083 0707**