

## OKI Color Painter Ink Policy – SX Series Inks, IX Series Inks

OKI inks for Color Painter series printers (SX and IX series inks) have a life span of 12 months from the date of manufacture. Due to shipping time and on ground logistics, all ink provided to the Australian market will have less than 12 months life.

We will do everything possible to minimise ink life expiry and provide ink to our customers with the longest possible life. However, at minimum, you can expect to receive OKI inks with 3 months shelf life.

In addition to managing ink delivery within the age specifications, every care is taken to ensure traceability by recording the batch number and manufacturing date before each ink is shipped to our customers.

The date of manufacture is clearly printed on each bag and box.



In the rare event that we supply OKI Ink with less than 3 months life, please notify our Customer Service Team within 7 days from receiving the goods by calling 1300 363 440 or emailing [supplies.au@ccp.canon](mailto:supplies.au@ccp.canon)

We will not accept claims for ink delivered with short life if notified more than 7 days from receipt of goods.

We will replace ink supplied with less than 3 months shelf life at the cost of Canon Production Printing Australia. Alternatively you can decide to continue to utilise the short life ink and accept a pro-rata credit based on the following.

OKI ink delivered with,

- Less than 3 months but more than 2 months = 35% discount
- Less than 2 month but more than 1 month = 60% discount
- Less than 1 month = 70% discount

Under no circumstance will ink be replaced or credited due to aging on site

### Faulty ink bags

If the OKI ink does not operate when first placed into the machine, please call our Supplies Customer Service to arrange a replacement order and pick up of the faulty ink.

If the OKI ink is within expiry life and stops for any reason before the total contents are consumed, then the customer will be issued a pro-rata credit. E.g. if 50% of the bag is unused then a 50% credit will be provided. The customer may be asked to provide system logs for verification.

**Ink Disposal**

If the OKI ink provided arrives damaged or faulty and the customer is asked to dispose of the ink, the following options are available;

1/ If the customer is prepared to dispose of the ink using their existing dangerous goods disposal service we will provide a credit of \$40.00 to compensate the customer.

2/ If the customer does not have an existing dangerous goods disposal service we may arrange removal through a certified carrier, however this will be at our convenience.

**NB**

OKI inks are considered hazardous waste and as such should be disposed of in a responsible manner - according to local council and state laws for the correct disposal of a hazardous substance.

We have identified a disposal service provider for metro areas, these companies will provide you with a 20L tub to store your used ink bags and damaged ink bags until collection is required.

Please contact our Customer Service Team if you require any additional information.

Should you have any questions please feel free to call our Customer Service Team on 1300 363 440.