



Supplies Return Policy

Returns of Ink & Toner supplies for Desktop Printers, Copiers & Fax Machines

We will reimburse the price paid for Original Equipment Manufacturer's (OEM) &/or associated Pitney Bowes Brand Compatible versions of these products received back in resalable condition (unused/unopened) within **30** days of the purchase date. All reimbursements will be applied to the original method of payment for the product. Shipping and handling charges associated with the product (original order and return package) are the responsibility of the customer and will not be reimbursed unless the return is due to damaged/defective product or as a result of an incorrect shipment on our part.

Returns of all other supplies including Mailing/Shipping Consumables (meter ink, postage tape, E-Z Seal Solution, shipping labels, etc.)

We will reimburse the price paid for products received back in resalable condition (unused/unopened) within **90** days of the purchase date unless the return is due to a defect in the product, in which event we will reimburse the price paid for products received back within 6 months of the purchase date. In the event of an equipment upgrade, we will reimburse the price paid for unused/unopened supplies received back in resalable condition within 6 months of the purchase date. All reimbursements will be applied to the original method of payment for the product. Shipping and handling charges associated with the product (original order and return package) are the responsibility of the customer and will not be reimbursed unless the return is due to damaged/defective product or as a result of an incorrect shipment on our part.

For assistance with any supplies return, please call 800-243-7824.