

Frequently Asked Questions - Buying Used Printer Cartridges from Clover Environmental Solutions Ltd.

- 1. Is it just empty toner and inkjet cartridges you sell?**

We sell a wide range of empty toner and inkjet cartridges. We also trade in unused and out of date cartridges, used fuser units and mobile phones.
- 2. Is there a minimum order quantity or value?**

Our minimum order is 50 units or more, this can be mixed between toners or inkjets.
- 3. What is your guarantee?**

Cartridges are inspected to ensure they are free of physical defect. We cannot guarantee components of the cartridge such as rollers, drums, circuits and printheads.
- 4. What are your payment terms?**

We will normally require 100% in advance. Credit terms may be accepted after a credit application is completed and sent to our accounts department for approval. Our terms and conditions of sale must be signed and accepted prior to us accepting a purchase order.
- 5. What types of payment do you accept?**

We accept cheque, bank transfer and cash. Our bank details are given on the pro forma invoice we will send you, or upon request.
- 6. Can you arrange delivery?**

Clover Environmental Solutions work with a range of global logistic providers and can provide a quotation for the shipping of your goods.
- 7. What are your packing specifications?**

Images of our packing are available on our website. Our pallet dimensions in cm are 120 wide x 100 deep x 215 high. We use treated wooden pallets, which comply with ISPM 15 standard, for all our stock.
- 8. How can I place an order?**

You can telephone, fax or email us. All orders must be supported by an official purchase order from the customer.
- 9. Can I reserve stock?**

By arrangement with an account manager you can place orders for future shipping. Clover Environmental Solutions will not usually reserve stock without an official purchase order.
- 10. Can I swap empties I have for ones which I require?**

Clover Environmental Solutions can swap empties but this transaction must be supported by commercial invoices from both parties.