

+ CUSTOMER SERVICE

Imation has years of experience in large format laser printers and dye sublimation color printers. This experience, coupled with a corporate commitment to 100% customer satisfaction, enables Imation to provide superior customer service on Imation Earthwise remanufactured toner cartridges. The multi-level process spans online FAQs to onsite field support, and each level is focused on identifying and quickly resolving each toner cartridge issue.

Process of Technical Support



LEVEL 1 | IMATION PRODUCT SUPPORT

Imation's first level of product support is online. Visit www.imation.com/support and get immediate answers to frequently asked questions, 24/7. If your question is not listed, simply complete the Earthwise Product Support Form or call our Product Support Line at **800.351.8186**. Imation's well trained and experienced product support team is available to assist with your Earthwise toner cartridge questions from **12:00 – 9:00 PM EST**. Priding themselves on fast response, the majority of calls are answered within a minute.

LEVEL 2 | ADVANCED TECHNICAL SUPPORT

If an issue cannot be resolved via online FAQs and Product Support troubleshooting, the issue is turned over to Imation's Advanced Technical Support Engineers. Working directly with the customer and manufacturer as needed, Imation Engineers perform in-depth analysis to determine the problem's root cause.

LEVEL 3 | FACTORY TECHNICAL SUPPORT

On the rare occasion a customer issue cannot be resolved with in-depth root cause analysis and it is determined there may be a product defect, Imation will provide Factory Technical Support. In these situations, Imation coordinates customer site visits as needed, gets more detailed information to determine the problem cause, and resolves it in the field.

Imation Earthwise toner cartridges have been tested by a leading independent laboratory that they perform to Original Manufacturer standards. In the event of an issue with material or workmanship, rest assured that Imation will provide the level of support needed to ensure your satisfaction. In addition to offering strong technical support, Imation warrants Earthwise Toner Cartridges for a period of 12 months. Contact your Imation Key Account Sales Manager for complete warranty details.

www.imation.com/toner