

Recommended Packing Procedures for Low- to Medium-Volume for UPS Shipping Toners, Inkjets, Cell Phones and/or IT Equipment

Shipping Costs

To qualify for FREE UPS shipping and to ensure safe delivery of your returnable items (which means more money for you), please follow these guidelines.

To be eligible for FREE shipping, you must meet the following criteria:

- All items must be listed on the buy-back list. If your item(s) do not appear on the list, contact EOS.
- Your shipment meets the following minimum requirements of 20 lbs. or 20 units. All items **MUST** appear on the [EOS Buyback List](#) or a disposal fee may be applied against your balance.
- All toner and inkjet cartridges must pass our inspection. EOS does not pay for starter cartridges.

Do not include any of the follow items: toners bottles, toner tubes, tanks, ribbons or compatible cartridges.



NOTE: The cost of shipping may be deducted from your account if your shipment does not meet qualifications. Any received unit that is not on the purchase order may be subject to a disposal fee of \$.50 per laser cartridge or \$.25 per inkjet. The fee covers the costs incurred for shipping, handling and disposal.

Arrangements must be made prior to receiving your shipment if you want these cartridges returned. Return shipping is the responsibility of the seller.

EOS assumes ownership of all unclaimed product.

Please save yourself the expense by **ONLY** shipping items that appear on the [EOS Buyback List](#).

Packing Recommendations

Step 1: Select and Fill Your Shipping Box

Find any sturdy cardboard box that is no larger than 20"W x 20"H x 24"D. When filled, it should not exceed 57 pounds. For high-volume returns, please contact EOS for packing and shipping instructions.

Place a copy of your EOS Purchase Order in your box. [Contact EOS](#) to obtain your Purchase Order. A Purchase Order MUST accompany your shipment.

Step 2: Wrap Securely

To avoid damage during shipping, fill any extra space with newspaper or bubble wrap and securely tape your shipping box closed.

NOTE: Damaged cartridges have zero value. Please be sure to add newspaper or bubble wrap to protect your items during shipping.

Step 3: Apply Labels and Drop-off

Apply our free, preprinted shipping label to each box. [Order labels online](#) or call EOS at 860 291-1900.

Take boxes to the nearest UPS drop-off location. Call 1-800-742-5877 or visit <http://www.ups.com> for the location nearest you.

NOTE: Do not call UPS for a pickup. UPS charges a mandatory fee when called to pick up packages, which cannot be waived or reimbursed by EOS.

GENERAL INFORMATION:

Laser Cartridges

Use original packaging, including end caps, when possible. If you have 150 or more laser cartridges that appear on our Buyback List, please [contact us](#) to schedule a free pickup.

Inkjet cartridges

Use original packaging when possible. Otherwise, wrap each cartridge in newspaper or place in a separate zip-lock bag. Be careful not to touch the print head or circuit board.

Cell Phones

Do not place cell phones in the same box with inkjet or toners cartridges unless they are protected. Ink can stain the cell phones and render them valueless.

IT Equipment

Call EOS at 860 291-1900 to discuss value and shipping requirements prior to shipping.

Got questions?

Contact EOS at **860 291-1900** or info@eosusa.com