**Inkjet Cartridge Refill Service**

**Frequently Asked Questions**

**What are the advantages of using a refilled cartridge?**
You save money on your cartridge purchase, and it is good for the environment since you get to reuse your cartridge. With our machine-controlled fill process and your own well-cared for cartridge, you will get excellent quality for less than buying a new cartridge.

**What types of inkjet cartridges can be refilled?**
We currently refill select cartridges from HP, Canon, Dell, and Lexmark. For the most current list of supported cartridges, please visit store.cornell.edu/t-inkjet-refill.aspx.

**When should I refill a cartridge?**
We recommend that you refill your cartridge as soon as you see the print quality begin to degrade. Continuing to print with a cartridge that is running dry will damage it.

**How many times can I refill a cartridge?**
The number of refills varies and depends on many factors; the most important is how well you take care of your cartridge. Customers should achieve multiple refills on a well-maintained cartridge before needing to replace it with a new one.

**What is the proper way to handle a cartridge?**
Leave cartridges in the printer until ready to refill, or place into the protective clip provided after the initial refill. This will protect the cartridge and prevent it from drying out. If you do not have a clip, place 1-3 cartridges in a letter sized envelope, being careful not to rub print heads against each other when transporting. Keep in a cool place, away from sunlight. Bring cartridges in for refilling as soon as possible after removing it from the printer. Never place tape over the print head nozzles.

**How do I know that the refilled cartridge will work in my printer?**
Our ink refill center tests print head cartridges to verify that ink is flowing through the nozzles correctly. If it doesn’t pass our print test, you don’t pay.

**How much ink do I get in a refill?**
Our ink formulas produce superior results. We closely match and in most cases significantly exceed the amount of ink you get when you buy a new cartridge.

**Is there a recommended usage date for a refilled cartridge?**
Begin using refilled cartridge within 90 days of refill and keep in the protective clip until ready for use.

**What if there is a problem with my cartridge?**
We’ll try processing it again or provide a refund. We will also recycle your cartridge at its end-of-life.

**Will refilling my cartridge void the OEM’s warranty on my printer?**
Federal law prohibits a manufacturer from voiding your machine’s warranty simply by using alternative cartridge solutions. For more details, see Magnuson-Moss Warranty Improvement Act.

**What should I do if my printer displays a low ink or cartridge error message?**
Some printers have trouble recognizing refilled cartridges. Generally, you can ignore low ink indicator messages until you actually see the print quality begin to degrade. For error messages and other printer-related matters, visit: www.inkjet411.com