

# ECO-TONER GUARANTEE

**All Tinto® Eco-toner cartridges are unconditionally guaranteed to perform to your complete satisfaction. If you are not satisfied we will either replace the cartridge or give you a full refund.**

All Tinto® brand cartridges are guaranteed against defects, and to equal or exceed the original equipment manufacturer (OEM) cartridge in the production of all documents, both text and graphics, throughout the entire toner life of the cartridge.

Every Tinto® cartridge contains a brand new, long-life organic photo conductor (OPC) drum, from one of the world's leading drum manufacturers. The only way to ensure genuine OEM print quality, time after time after time.

Each Tinto® cartridge is fully charged with premium-quality high-resolution toner, individually matched with the specified organic photo conductor (OPC). It provides increased page yield and at a much lower cost per page without sacrificing quality.

If a Tinto® cartridge, supplied by Almo, is the proven cause of damage to your laser printer, we will repair or replace the machine. If the model in question has been discontinued, we will provide the model recommended by the OEM as the replacement. Any claim made against Almo must be made in writing and supported by a written report from an appropriately qualified person or company.

All Tinto® cartridges are manufactured to the strictest environmental code. All manufacturing and administrative processes have ISO 14001 accredited certification.

**Signed on behalf of Almo Office**

.....

## **FAQs**

**Does using a non-original equipment manufacturer (OEM) cartridge void my printer warranty?**

*No. A very common misconception, but this is simply not the case. If you are ever told by an OEM or support contractor that your warranty is void when using alternative cartridges, ask for this information in writing and forward it to Almo Office; it is illegal practice to restrict the use of non-OEM cartridges.*

**Will using a non-OEM toner cartridge damage my printer?**

*No. Using one of our Tinto® Eco-toner cartridges will not cause any damage to your printer. If your printer were to become faulty and a qualified engineer identifies\* the Tinto® Eco-Toner cartridge as the cause of the problem, we would repair or replace the printer at no cost to you!*

**Can I print the same number of pages from an Eco-toner cartridge?**

*Yes. In some cases our Eco-toner cartridges hold more toner than the OEM cartridge, resulting in a greater number of pages from the same size cartridge. For even more prints, we sell high-capacity cartridges that can often print twice the number of pages than the OEM.*

**Is the print quality as good as the OEM?**

*Yes. This is one of the reasons we chose Tinto® to supply our Eco-Toners. All Tinto® cartridges are fully charged with premium quality high-resolution toner, individually matched with the specified organic photo conductor (OPC). All cartridges are fully tested prior to despatch.*

**Can I buy cheaper remanufactured cartridges?**

*To be honest yes, so can we! We don't buy them because the quality is not as good as Tinto® and neither is the reliability. Tinto® excel in making their Eco-Toner cartridges as good as, if not better than the OEM. We do not see cheaper remanufactured cartridges as competition for the Tinto® Eco-toners; the only competitors we have identified of similar quality are the OEMs!*

**Is it really beneficial for the environment to use these?**

*Yes, we believe that using an Eco-Toner cartridge offers true 'sustainable procurement', the cartridges are remanufactured in the UK, 97% of the cartridge components are recycled by Tinto® and each cartridge has travelled less than 500 delivery miles by the time it reaches your printer!*

*\* The engineer must be appropriately qualified and their findings must be supplied directly to us in writing.*

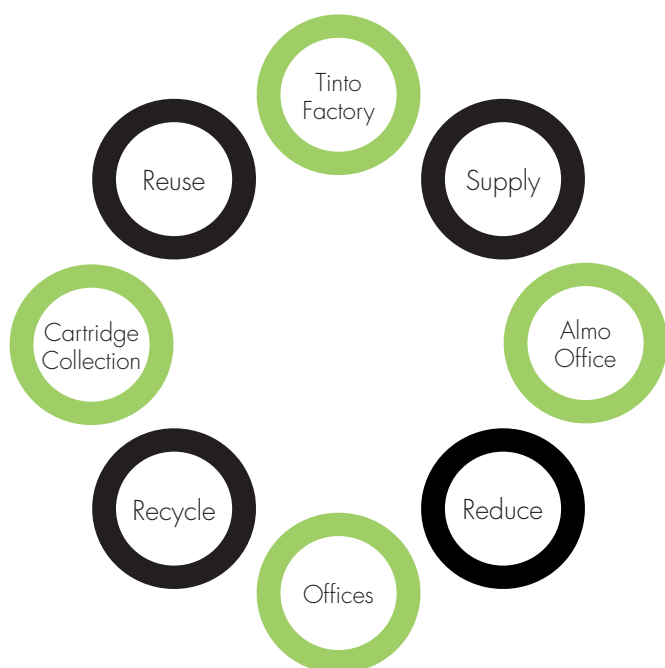
# SUSTAINABLE PROCUREMENT PARTNERSHIP

## Recycle and Resource Management Programme

The illustration shown below is an example of the supply chain after successful implementation of our sustainable procurement partnership scheme.

The results of adopting this scheme are substantial cost savings for all toner cartridge purchases, plus huge reductions in the amount of waste going to landfill. A full report of landfill savings is supplied once an audit of usage has been conducted.

If you are interested in becoming a partner in this scheme, we would firstly need to audit your existing arrangements and compile a report of our findings. Please contact our customer services team to make an appointment.



## Cartridge Recycling Statistics

84% recycled cartridge parts for re-use creating high-quality toners.

6% recycled aluminium from photo conductor drum reduced to raw materials, to create new products.

7% recycled steel from blades, pins, springs, etc. reduced to raw materials, to create new products.

3% waste residual toner currently sent to landfill.

## Packaging Recycling Statistics

99.8% recycled cardboard boxes and inserts reduced to raw materials, to create new products.

0.2% recycled plastic bags reduced to raw materials, to create new products.

Total material reused and recycled by weight: 98.5 %