



# G&G Ninestar Technology, Co., Ltd.

13875 Ramona Ave., Chino, CA 91710

Tel: 1-626-965-6662 Fax: 1-626-965-6667

## Ninestar Return Policy

1. Send us return list (including item code with the return reason; cartridge quantity) to obtain return mailing authorization.
  - Non defective return, return on own expense and subject to 10% restocking fee charge.
  - **No return label available for drop shipment return.**
  - Please send a full box 10~15 lbs to save the shipping.
  - For more than 1 box, please send us packing list for each box.
  - If you have both unopened and defective cartridges in the return, please use plastic bag to pack them separately and make sure unopened cartridges are prevented from leaking damage.
  - No return on expired cartridges or over 12 months from purchasing date
2. Pack the items securely in a box and put the packing list in the box as reference for us to double check.
3. Secure the return mailing label to the outside of the box (clear tape is usually best).
4. The valid return will be credited at the lower price of current value - the time of the credit issued and purchase price at last 6 month.
5. Over stock cartridges return are subject restock fee charge 10% for resalable items and 25% for non re-saleable items and no return label is available.
6. Valid return definition–
  - Ninestar product purchased in 1 year.
  - Reman cartridge ink weight with higher than min weight.
  - **Remaining ink more than 75% of full Ink**
7. There is no credit for Non Ninestar product return.
  - Non Ninestar product return will be kept for 1 week. Please provide return label in 1 week to get them back to you. We will not responsible for them 1 week late.
8. Credit memo processing time is around 10 working days
9. After we complete your return processing, we will issue credit memo to your acct instead of refund.