

PrintMate

imaging supplies

Welcome to PrintMate

As our name suggests, we want to be your friend when it comes to saving money and saving the planet. We believe we can achieve these goals without having to sacrifice product quality or service.

According to several studies and press reports, branded printer inks are now the world's most expensive liquid, surpassing petrol, perfume and even Champagne. What's more, each year over 900 million plastic cartridges end up dumped in landfills around the world.

So ask yourself the following questions:

- Want to play your part in saving our planet?
- Want to make massive savings in your printing costs?
- Don't want to sacrifice print quality or performance?
- Want the peace of mind of a comprehensive warranty?
- Want an easy solution to recycling your printer inks or toners?

If you answered yes to these questions then you're at the right place because PrintMate is your friendly compatible brand that delivers on quality, performance, savings, product range and service.

In fact, all our PrintMate cartridges come with over 40 years of experience and are designed, produced, inspected and tested in USA/Europe to meet stringent ISO 9001:2000 quality standards.

We are so confident in the quality of our products that we have put together a 100% satisfaction guarantee that includes a comprehensive two year warranty on all ink and toner products.

With PrintMate, you also get great value and performance. All our print yields will match or exceed the OEM standards, which means you get the same if not more page prints compared to the original.

Finally, if you're a reseller, then you can take advantage of our dedicated reseller area where you will find a whole host of sales and marketing tools designed to improve your sales performance and maximise your margins.

The PrintMate Team



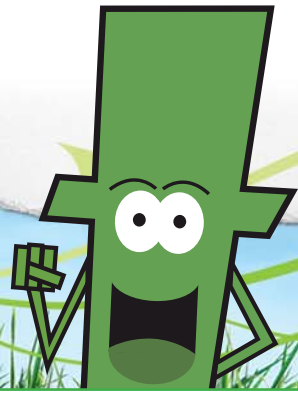
100% Promise - Our Pledge

The PrintMate 100% Promise is our pledge to providing customers with complete satisfaction that we will meet the following service criteria:

- ✓ All PrintMate products will be produced to meet ISO 9001:2000 standards.
- ✓ All PrintMate products will be backed by a comprehensive 2 year warranty.
- ✓ Warranty includes printer replacement and engineer call out.
- ✓ Using PrintMate products will not void your printer warranty.
- ✓ All page yields will meet or exceed OEM standards.
- ✓ Our operational accuracy must not fall below 99%.
- ✓ Our order fulfillment rate must not fall below 99%.
- ✓ Our returns rate must not exceed 2%.
- ✓ We will provide sales and marketing support.



To find out more information on our Product Warranty visit our website
www.printmate.co.uk



Cartridge Recycling Program

About The Program

The Recycling Appeal works in partnership with many national charities, inc. Breast Cancer Care, Marie Curie Cancer Care, Scope, Macmillan Cancer Support, the Roy Castle Lung Cancer Foundation, WRVS, RSPB and RNIB. Since inception, in 1999, over £5 million has been generated for good causes through printer cartridge and mobile phone recycling.

Why Recycle?

- ✓ Ink & Toner cartridges damage the environment if they are not recycled or properly disposed of.
- ✓ Recycling can help your business meet its environmental, legal and corporate social responsibility targets.
- ✓ It will help businesses meet the statutory requirements of the WEEE Directive.
- ✓ Allows charities to benefit from funds raised at no cost to you.

The Next Step

When you have 10 or more items call Ruby Wilson on 08451 302010 or email info@recyclingappeal.com and quote PrintMate for a FREE collection.

Remember you can recycle cartridges + mobile phones and the more you recycle, the more you'll generate for charity!

To find out more information on our Cartridge Recycling Program visit our website
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Environmental Statement

PrintMate is fully committed to minimising the impact of its operations on the Environment.

PrintMate will specifically:

- ✓ Comply with all relevant environmental legislation.
- ✓ Target zero landfill in it's waste disposal activities.
- ✓ Promote the recycling of waste.
- ✓ Develop awareness and commitment of good environmental practices for employees and provide appropriate training programmes.
- ✓ Monitor ongoing environmental management performance and produce an annual report for review at the Environmental Management Meeting.
- ✓ Where possible, reduce raw material consumption.



To find out more information on our environmental policies visit our website

www.printmate.co.uk



Limited Warranty

PrintMate warrants that its supplies products, when stored, installed and used under normal conditions, will be free from defects in materials and workmanship for a period of 24 months from the date of purchase. If a product fails during the warranty period, the product will be replaced or credit issued at the option of the buyer in accordance with our Returned Material Policy. Replacement of goods shall neither extend nor decrease the warranty period.

PrintMate warrants that its products will not damage the printhead or printing mechanism when stored, installed and used in accordance with PrintMate or the printer manufacturer's recommended procedures. In the event of any damage to a printhead or printing mechanism caused solely and directly by the use of our product, PrintMate will pay the reasonable cost of service and repair of the printhead or printing mechanism so damaged, provided the buyer:

1. Notifies PrintMate of such damage in writing within thirty days.
2. Delivers to PrintMate a written service report, signed by authorized PrintMate technical service personnel, identifying the supply product as the sole and direct cause of such damage, along with print samples and damaged or replaced parts.

THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY AND SETS FORTH BUYER'S EXCLUSIVE REMEDY IN CONNECTION WITH SUCH WARRANTIES.

IN NO EVENT WILL PRINTMATE BE LIABLE FOR COLLATERAL, CONSEQUENTIAL, INDIRECT, INCIDENTAL OR EXEMPLARY DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LOST PROFITS, LOSS OF DATA OR LOSS OF USE, ARISING OUT OF, OR CONNECTED IN ANY WAY WITH, THIS AGREEMENT OR ANY GOODS SOLD PURSUANT HERETO.

The above warranties extend solely to the Buyer and all warranty claims must be made by the Buyer.

INDEMNITY STATEMENT DOCUMENT

UFP (UK) Ltd trading as PrintMate Imaging Supplies

1. INDEMNIFICATION STATEMENT

UFP (trading as PrintMate Imaging Supplies) hereby warrants and represents that (i) it has made reasonable efforts to investigate the existence of any intellectual property rights, laws, regulations or rules that may relate to the replacement products for printer cartridges and any other products (the "Products") supplied by PrintMate; and (ii) neither the design, manufacture, offer for sale, marketing, or sale of Goods originated or provided by PrintMate will violate or infringe any applicable patent, trade secret, trademark, copyright, know how, patent registration right or any other intellectual property right (together "Intellectual Property Rights") of any third party. PrintMate further agrees at its own expense to defend, indemnify and hold harmless from all liability, suit, claim or proceeding that arise with respect to any actual or alleged infringement of any Intellectual Property Rights in respect of its sale, distribution or other intended use of the Products.

2. NOTIFICATION PERIOD

In the event of possible legal action taken against PrintMate products the customer should inform PrintMate Imaging Supplies in writing not more than 5 working days after notification of infringement so immediate action can be taken.

3. WARRANTY CLAIMS

In the event of a claim being made under warranty for defective product, the Returns procedure must be strictly adhered to.

4. TERMS & CONDITIONS NOT COVERED

In all other respects business will be subject to the 'UFP' & 'PrintMate Imaging Supplies' General Terms and Conditions of Sale.



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PrintMate Reseller Programmes

RESELLER PROGRAMME	SELECTION CRITERIA	PROGRAMME BENEFITS
Standard Reseller	Any reseller placing an order in PrintMate	<p>Access to standard list price providing excellent margin opportunity.</p> <p>Access to our full ink and toner range backed by a comprehensive 2 year warranty.</p> <p>FREE next day delivery on orders over £250.</p> <p>FREE access to our online resellers resource site which includes valuable sales, marketing & support tools.</p> <p>FREE cartridge recycling programme.</p> <p>FREE gift with first order over £100 (PrintMate Buddy)</p>
Premium Reseller	<p>PrintMate turnover in excess of £25,000 per year.</p> <p>Must hold stock of PrintMate compatibles (unless plain label).</p> <p>Must be based in the UK/Ireland and selling to customers in UK/Ireland.</p> <p>Must be able to offer next day deliver.</p> <p>Must agree to feature & promote PrintMate on corporate website and literature.</p>	<p><i>In addition to above</i></p> <p>Access to the PrintMate Premium Reseller discount pricing.</p> <p>FREE promotional materials, banners, flyers branded with your company logo*.</p> <p>FREE selection of PrintMate branded merchandise*.</p> <p>Premium reseller pack which includes letter of introduction, sales & marketing tools and Premium Reseller logo.</p> <p>Access to FREE samples covering many of our top selling inks & toners.</p> <p>FREE entry in our online stockists directory where end users will be directed if they would like to purchase PrintMate compatibles.</p>
Distribution Partner	<p>PrintMate turnover in excess of £150,000 per year.</p> <p>Must agree to quarterly targets.</p> <p>Must sign distribution contract.</p>	<p><i>In addition to above</i></p> <p>Access to the PrintMate Distribution Pricing.</p> <p>Access to 3% rebate based on target achievement.</p> <p>Access to 1% MDF do drive sales promotions and marketing activity.</p> <p>Full account management including regular review meetings.</p> <p>Authorised Distributor pack which includes letter of introduction, sales & marketing tools, rebate plan, distribution contract and Distributor logo.</p> <p>Access to sales training & blitz day.</p>

* Subject to terms and conditions

To find out more information on our Reseller Programme visit our website
www.printmate.co.uk



Corporate Statement of Product Warranty

PrintMate warrants for 2 years that its inks and toner cartridges are suitable for use in the intended models of printers and are free of defects that could cause damage to these printers.

Should it be shown that a printer is damaged due to the use of a PrintMate product, PrintMate will pay reasonable and customary charges for the repair of your printer, or provide an equivalent new or refurbished printer. A PrintMate approved Engineer must be consulted in the first instance. The use of this product will not void your printer's warranty.

For more information on PrintMate warranty protection, please visit: www.printmate.co.uk



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Quality & Value Guarantee

Quality and value are at the centre of everything we do at PrintMate.

Each cartridge that rolls off our assembly lines represents countless hours our team has invested in designing, engineering and manufacturing a product that we are proud to put our name on.

On a daily basis, we examine our processes, products and partnerships and look for ways to lead the industry in efficiency, quality and value. This kind of rigorous discipline has helped us make key strategic decisions - launching us well ahead of the competition. PrintMate has the flexibility and control to continuously streamline and improve our environment. This enables us to adjust to customer demand while reducing costs throughout the supply chain.

In today's competitive market, companies are constantly seeking out ways to stretch their budgets. PrintMate will continue to work diligently to improve product quality and value through technological innovation, automation and streamlining of manufacturing and distribution processes.

In turn, we will pass these efficiencies onto our customers, through lower prices and superior quality.



To find out more information on our Quality & Value Guarantee visit our website
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FAQ's - Remanufactured v Compatibles v OEM

WHAT IS A REMANUFACTURED CARTRIDGE?

Remanufactured cartridges have been recycled and reprocessed from an original equipment manufacturer (OEM) empty core. The process differs by manufacturer and materials used with varying results in quality and page yields. Cartridges are produced to stringent quality control standards using lab-tested components to ensure consistent OEM-equivalent or better performance.

Usually, only cartridges which are patented and cannot be reproduced by others are remanufactured. The PrintMate range of toners & inks (excluding non HP colour laser toners) are remanufactured.

The quality of these cartridges can vary greatly from one remanufacturer to another. Some remanufacturers will just make a hole in the cartridge, refill it, plug the hole and sell it. This "drill and fill" procedure is exactly the same as you would do yourself with a home refill kit. A reliable remanufacturer like PrintMate has a full quality control process in place for cleaning, refilling and testing. We will also replace any parts if needed.

WHAT IS A COMPATIBLE CARTRIDGE?

These cartridges are manufactured from new by a company other than the printer manufacturer. They are also referred to as "generic", "of-brand" or "new-build" cartridges. The cartridges are either 100% new or have used recycled outer cases with all new parts. The PrintMate non HP colour laser toners are compatibles.

WHAT IS A OEM CARTRIDGE?

An abbreviation for "Original Equipment Manufacturer". Also referred to as "branded" or "genuine" cartridges. As the name suggests, these cartridges are made by the manufacturer of the printer (i.e. Canon, Brother, Xerox, etc.).

The main disadvantage of buying OEM cartridges is the high cost. The initial cost of printers has come down a lot in recent years but OEMs make up their low initial profit by increasing the cost of consumables. Another problem with OEM cartridges is the fact that we live in an Eco conscious world and discarding toner cartridges which are not biodegradable is an environmental hazard.

To find out more information on PrintMate visit our website

www.printmate.co.uk



Turning Objectives into Sales Opportunities

“I’ve tried remanufactured cartridges in the past and they didn’t work!”

You are right! In the past, many “drill and fill” companies just refilled the cartridges with toner and sent them back out. PrintMate actually rebuilds the cartridges and;

- ✓ Complete disassembly and inspection of the empty cartridge.
- ✓ Qualification and replacement of critical components.
- ✓ Replace the original seal with an OEM type seal.
- ✓ Fill the toner hopper with toner to match the photoconductor drum.
- ✓ Reassemble the cartridge.
- ✓ Perform quality print test on 100% of cartridges produced.

“It will void my printer warranty.”

It is against the law for a company to say that. It is in the best interest of some service companies to say that because they want you to buy their products. Even so, PrintMate warrants their cartridges such that if the cartridge causes a problem with your printer they will pay for service and repairs (24 months for inks & 24 months for toners).

“They don’t last as long!”

This is true with many other companies, however, PrintMate specs the product to meet or exceed the OEM yields. Why don’t you buy one and conduct a yield test – you will be surprised.

“Price is too high.”

We’ve found that our customers are asking for us to provide a healthy return on investment while still retaining a high standard of quality. While you may be able to find cheaper products elsewhere, PrintMate is the only compatible brand that delivers on quality, product range, service and performance while still being competitively priced.

“We have an existing relationship.”

GREAT! That’s exactly the reason for my call. PrintMate have worked with a number of organisations like yours and have found that we can be an effective supplement to the services already provided by your primary supplier.

To find out more information on PrintMate visit our website

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