

# Complaint sheet

## **I met a problem with my cartridge**

In order to fully benefit from our warranty, we kindly ask you to fill in following form. Fix this form with sellotape around the cartridge before sending it back to your distributor or to your store (if possible in a black plastic bag).

Your datas:

Date of problem :.....

Company :.....

Address :.....

Person to contact :.....

Phone :.....

E-mail :.....

Brand and complete reference of your printer, fax, multifunction etc :.....

Serial no of your machine:.....

Did the problem appear immediatly :  yes  no

Tick below the problem you have met (several answers are possible)

<b>A</b>
<input type="checkbox"/> The sheet getting out of the printer is white while there is still some ink in the cartridge
<input type="checkbox"/> No sheet is print out
<input type="checkbox"/> Paper jam, paper is torn up or is dog-eared at each printing
<input type="checkbox"/> Ink leakage in the printer
<input type="checkbox"/> Abnormal noise of the printer during printing
<input type="checkbox"/> Tab is trapped in the cartridge
<input type="checkbox"/> Following error message appears (specify).....

<b>B</b>
<input type="checkbox"/> The sheet is partially printed
<input type="checkbox"/> The result lacks of contrast or colors are badly reproduced (not similar to the original)
<input type="checkbox"/> Vertical lines
<input type="checkbox"/> Horizontal lines
<input type="checkbox"/> Other (specify).....

**If you have ticked a sentence in B box, please attach one or several representatives sheets of the defect.**