

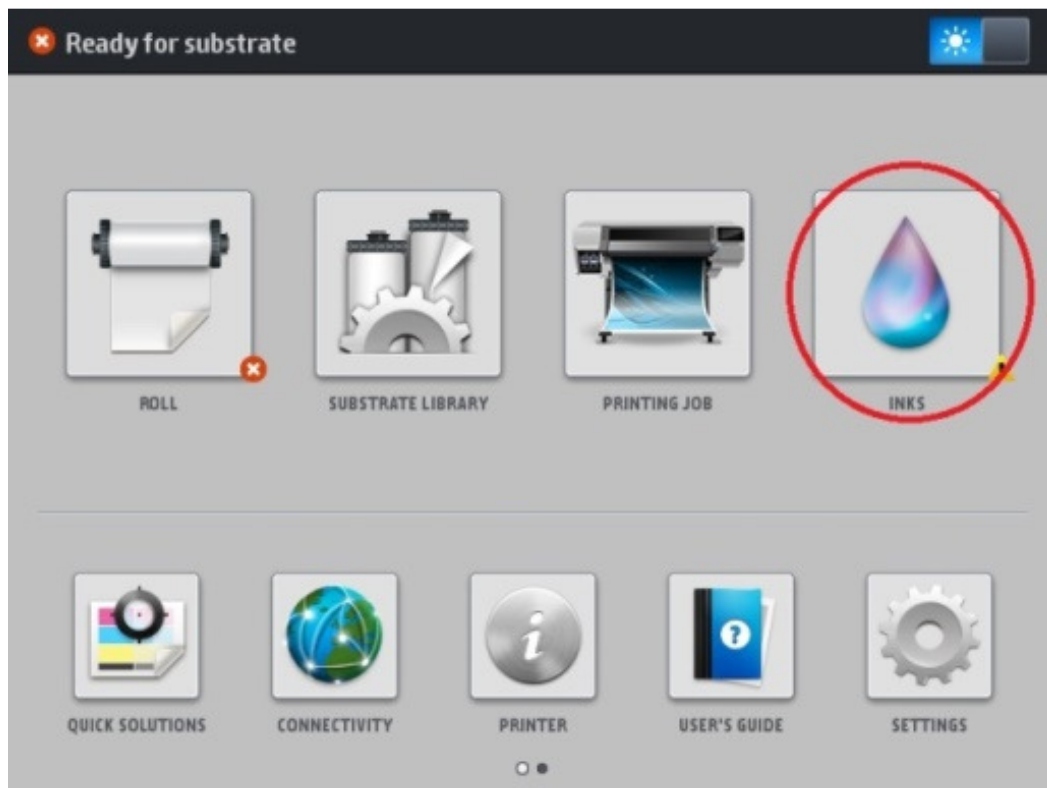
Procedures for Returning an HP LATEX Ink Cartridge

- 1- Take a picture of the status of the ink cartridge indicating the error message of the cartridge (See **A**).
An ink cartridge is warranted until its expiry date.
- 2- Take a picture of the defective ink cartridge with the warranty expiry date clearly visible (See **B**).
- 3- Keep the ink cartridge in its original box to return it to us.

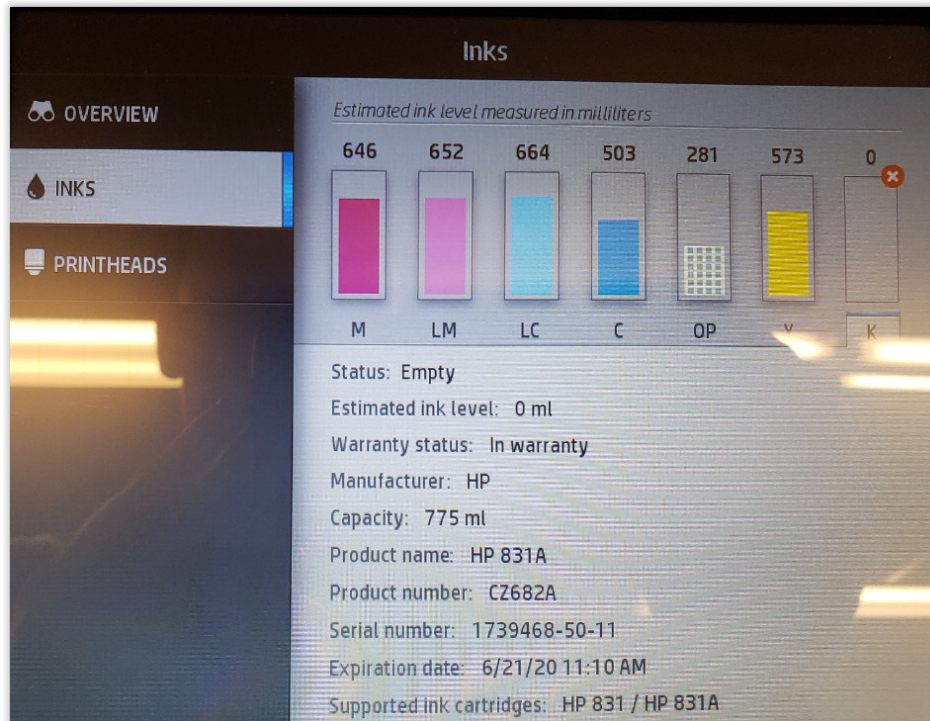
Médiatech will request a return authorisation from HP and when it is accepted, Médiatech will issue you a credit.

- A.** Here is how to get the status of the ink cartridge from an HP Latex 360/365 (The procedure could be different for an HP Latex L260/L280 or an HP Latex 300 or 500 series. However, the principle remains the same).

Select the INKS menu



For ink cartridges, select the INKS menu, click the tab corresponding to the one that is defective and take a picture to send it along with your request for a return authorization.



B. Take a picture of the defective ink cartridge, so that the expiry date be clearly visible.

