## **Procedures for Returning an HP LATEX Ink Cartridge**

- 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.

Inks								
	Estimated ink level measured in milliliters							
	646	652	664	503	281	573	0	
	М	LM	LC	С	OP	v	к	
	Status: Empty							
	Estimated ink level: 0 ml							
	Warranty status: In warranty							
	Manufacturer: HP							
	Capacity: 775 ml							
	Product	Product name: HP 831A						
Product number: CZ682A								
	Serial number: 1739468-50-11							
	Expiration date: 6/21/20 11:10 AM							
Supported ink cartridges: HP 831 / HP 831A								

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

1 Kater 831a Votere		FA
Ink Cartridge 775 ml 2013061851	CZ685A SM MCS Warranty Corrgonent Turdina Warranty Sawadha handra han min Maka handra han min Sawadha handra han min Maka handra handra dalama Baka handra dalama	