

Return Policy

Subject to approval and a valid Return Merchandise Authorization (RMA) issued from the Returns Department. Contact your Sales Rep or the main number at 780.448.1837 and someone will be able to assist you with further instructions.

Printers and Scanners

Returns accepted only due to a manufacturer's defect within 7 days from date of invoice.

Paper Products

Standard paper products such as plotter rolled paper may be returned within 30 days from date of invoice.

Inks and Toners

Returned within 30 days from date of invoice.

Products purchased in error will be dealt with on a case by case basis. We reserve the right to charge a 25% restocking fee.

Product must be returned in original undamaged packaging, unopened, and in resaleable condition.

Damaged goods in transit, shortages or overages must be reported within 5 days from date of receiving it.

Faulty and Defective Products will be handled through OEM Manufacturers:

Brother: 1-877-276-8437 Okidata: 1-800-654-3282 Xerox: 1-800-835-6100.

All other claims will be through Printer World International Inc.

To avoid delays in the RMA process, kindly ensure the following information is provided:

- Packing Slip/Order Number/Invoice Number
- Part Number
- Description
- Reason for the Return.

*If the return is a machine print quality issue then please include print samples.
Delivery/Shipping & Handling charges are non-refundable.
Custom or Special Orders are not returnable.*

Print Production Services

Print Production Services are non-refundable. Quality issues will be reviewed to industry standards. Product deemed not produced to industry standard will be reprinted at the discretion of Printer World.

Credit Card Policy

Credit Card Purchases – Purchases of \$5000.00 and over, 2% admin fee

Credit Card Refunds – Refunds of \$1000.00 and over, 2% admin fee

NOTE: If paying an invoice at Net 30 days via credit card, 2% charge will apply.