



Current Products and Services

I. Products

A. Ink

- 1) OEM, compatible and refills all available
 - a. most readily available on the shelf.
 - b. some refills done at time of order.
- 2) Both black and color
 - a. Cartridge World inks are formulated for specific cartridges or cartridge lines.
 - b. You can count on our inks in terms of composition and particle size.
 - c. Sharp and vibrant colors that match OEM cartridges
- 3) Capability for Dell, Sharp and Compaq
 - a. These cartridges are made by Lexmark; we have the inks.

B. Toner

- 1) OEM, compatible and rebuilds all available
 - a. most readily available on shelf.
 - b. some rebuilds done at time of order.
- 2) Both black and color
 - a. Cartridge World toners are formulated for specific cartridges or cartridge lines.
 - b. Composition and particle size are compatible with OEM equipment. All colors compatible with OEM.
 - c. Color laser available for all makes and models.
 - d. Some laser and toner cartridges must be ordered as OEM depending on equipment.
 - e. Toner bottles available

C. Ribbon Transfer

- 1) Available in both compatible and OEM
- 2) Cost savings is still usually between 35% and 50%

D. Paper

- 1) Multipurpose Paper (for inkjet and laser printing)
 - a. By the ream or case.
- 2) Copy Paper
 - a. By the ream or case.
- 3) Specialty Paper
 - a. Photography.
 - b. Crafts.
 - c. Greetings and Invitations.

Current Products and Services (*con't*)

II. Services

A. Free, non-obliging quotes

- 1) Quotes provided for OEM, compatible and refilled or rebuilt cartridges.
- 2) Quotes provided for paper products and ribbon transfer

B. Free delivery

- 1) minimum \$50.00 within 5-mile radius
- 2) outside 5-mile radius \$100.00 invoice required

C. Shipping

- 1) Shipping charges may apply on shipped orders
- 2) Free shipping to those qualified
- 3) Next day to 2nd day shipping available

D. Non-Contractual

- 1) No contract signature is required to obtain products and services from Cartridge World Cleveland.
- 2) A credit card number may be required for invoiced customers

E. Free Consultations and Cleaning

- 1) Expert advice on cartridges and equipment
- 2) Free annual cleaning

F. Fundraising

- 1) Fee schedules vary according to date and supply/demand
- 2) CW Cleveland does all sorting; no presorting required
- 3) Free pick up of empty cartridges
- 4) Bins provided by CW Cleveland

G. Troubleshooting

- 1) Quick response to problems as they arise
- 2) No rambling voice operated system in foreign country
- 3) No-fuss returns and cartridge swaps
- 4) 100% Money-back guarantee
- 5) CW North America warranty on customer equipment

H. Environmental Responsibility

- 1) Less solid waste enters landfills
- 2) Cartridge World recycles all internally used papers, plastics and metals
- 3) Reusing cartridges conserves fuel and resources
- 4) Local tax base means money for local causes

I. Convenient Hours of Operation

- 1) Monday thru Friday 9am to 7pm
- 2) Saturday 10am to 4pm

