



RETURN TIPS

When returning used MDA toner cartridges, please reuse the original plastic bag and box.

DO NOT place used toner cartridges into Interdepartmental (IDM) mail bags. As residual toner may leak onto the mail.

If you require additional plastic bags, MDA carries an assortment, see pages 168-169 of the Products and Services Catalogue 2016/17.

RETURNS AND RESTOCKING POLICY

During printer conversions (Printer Refresh Program), it is recommended offices maintain a limited supply of replacement cartridges.

In the event that toner cartridge needs to be returned, below is MDA's Toner Cartridge Return Policy:

0-15 days	Goods may be returned to MDA for refund
16 days -1 year	Goods may be returned to MDA for refund. A 15% restocking fee will apply; with a minimum charge of \$7.50

Cartridges may be returned up to one year from the date of receipt. Returned cartridges must be in saleable condition, sealed in original package, accompanied by proof of purchase and have minimum of six months remaining on expiry, if applicable. Freight charges may apply. Call MDA Client Services to obtain a Return Authorization (RA) Number prior to returning: **204-945-0570 or 204-945-1614**

For more information:
mda@gov.mb.ca
mda.gov.mb.ca

RETURN OPTIONS

HP toner cartridges:

- Go to website: hp.com/recycle/supplies
- Complete request to receive free shipping label
- Place label on each used toner cartridge container
- Take to Canada Post retail office for free shipping

Interdepartmental Mail (IDM) Clients ONLY:

HP and/or Canon toner cartridges

- Include alongside your IDM mail bag for pickup
- DO NOT place inside IDM mailbag

Winnipeg IDM Clients:

- If you have more than three used toner cartridges to return, please call Client Services Representative Greg Martin at 204-945-2820 one day prior to your mail pick-up time to make special arrangements.

If you require additional information please visit the manufacturer's website:

- canon.ca
- hp.com/recycle/supplies

