COASTAL CAROLINA UNIVERSITY
TERMS AND CONDITIONS FOR REMANUFACTURED TONER CARTRIDGES:
BY ACCEPTANCE OF THE ACCOMPANYING PURCHASE ORDER, SELLER AGREES WITH BUYER AS FOLLOWS:

Products on contact: The contract is for Remanufactured Laser Toner Cartridges for Hewlett Packard, Lexmark Printers and Dell Printers. Original Equipment Manufacturers (OEM) cartridges are NOT on this contract. No other office supplies/equipment are allowed on contract.

Purchasing: Orders can be placed "per line item" or "per vendor".

Price Decreases: Vendor may offer, and agencies may accept, prices below those listed on the contract price list

Remanufactured Laser Toner Cartridge “Remanufactured” Laser Toner Cartridge is defined as a cartridge which has been completely disassembled, cleaned, and lubricated, and must replace with a NEW long-life aftermarket photoconductor drum on every cycle. All internal and external parts, including but not limited to, cleaning blade, primary charge roller, corona wire assembly, developer blade, developer (mag) roller, recover blade, pins, clips, seals (must use OEM type sealing system to seal the toner housing section in the cartridges), felts, brushing springs, and foams, are to be properly refurbished or replaced with new. In addition, fully functional OEM compatible chips must be installed for those cartridges requiring chips.

High Volume Purchases: The fuser wand worn felt must be removed from the fixing roller cleaner and a new, oil-treated felt strip, equivalent in all respects to the original equipment manufacturer felt, must be installed. The fuser wand and cotton swab must be completely sealed in plastic packaging material to preserve and protect.

Returned Empty Cartridges When the customer returns the spent toner cartridges (cores), the invoice will be credited for the “core charge”. The State requests the vendors to charge $5.00 for each core charge. The State intends to have the vendors to dispose of the spent toner cartridges (cores). The vendors must accept any Hewlett Packard and Lexmark Laser Toner Cartridge that is being provided by the vendor on contract. The returned cartridge has to be the same model of cartridge that is being purchased and the State cannot guarantee the condition of the cartridge in exchange for the remanufactured unit.

Purchasing Card All Vendors on contract will accept the Visa Purchasing Card.

Shipping Charges: Shipping Charges are included in the unit price of the remanufactured laser toner cartridge.

Warranty: Remanufactured Laser Toner Cartridges are guaranteed for materials and workmanship for one (1) year after the product has been received at the initial State delivery address.

Restocking Fee If an unopened product(s) is returned to contractor within thirty (30) days after acceptance, returned product will be accepted by Contractor and no restocking fee will be charged to the agency. But if the unopened (s) is returned to the Contractor beyond 30 days after acceptance, a 10% fee can be charged by the Contractor to the agency.

Defective Cartridges
A. If a problem with a defective remanufactured or new toner cartridge, the Contractor’s representative shall be capable of discussing the contract and correcting any problems, and or shall visit the individual Department utilizing the remanufactured or new toner cartridge in person within 24 hours after notification.
B. All cartridges new or remanufactured shall be guaranteed to perform to the manufacturers (OEM) specifications. The cartridge shall equal or exceed the yield of the manufacturers (OEM) specification. Any cartridge found defective, shall be replaced free of charge regardless of the amount of toner remaining in the cartridge. Defective cartridges shall be replaced or monies refunded within five (5) calendar days after the Contractor is notified.
C. If problems occur with printers due to the Contractor’s defective remanufactured toner cartridge, the Contractor shall provide D. Bidder must have Original Equipment Manufacturers (OEM) certified person(s) on staff or subcontractor to repair printers if the remanufactured laser toner cartridge damaged the printer.

The Original Equipment Manufacturers (OEM) certified person must be on site within 24 hours after the trouble call has been received/placed.

FAILURE TO HAVE AN OEM CERTIFIED SERVICE PERSON PERFORM REPAIRS ON PRINTERS DAMAGED BY EFFECTIVE REMANUFACTURED LASER TONER CARTRIDGE MAY CAUSE PRINTER WARRANTY TO BE VOIDED BY OEM. IN THIS SITUATION, THE BIDDER WILL BE RESPONSIBLE FOR THE COST OF MAINTENANCE ON THE PRINTER FOR REMAINING WARRANTY PERIOD AND CERTIFICATION BY THE OEM FOR THE PRINTER TO BE MAINTAINED AFTER WARRANTY PERIOD EXPIRES. To further clarify…The vendor cannot have a Non Original Equipment Manufacturers (OEM) certified person(s) to even assess the condition of printers i.e. touch or examine the printer.

E. If continued uncorrected problems with a particular model occur, or if there are page yields consistently below OEM standards or approved manufactured toner cartridge industry standards, the State may cancel the cartridge model from the contract.
F. If the toner cartridge defect rate exceeds three (3%) percent of all cartridges utilized within any six-month period, the State reserves the right to cancel the contract.

CCU Rev 11/2009