



Industrial Product Division

7905 N Brother Blvd. Bartlett, TN. 38133

Parts, Ink and Accessories Ordering and Return Procedures and Policies

TO PLACE AN ORDER FOR PARTS:

FAX Orders:	(877) 667-8882
E-mail orders	lpdparts@brother.com
Mail Orders:	Brother International Corporation 7905 N. Brother Blvd. Bartlett, TN. 38133 Attn: Parts Distribution Center (IPD Div.)

If you have any questions, please call (800) 890-0970
Note: To ensure accuracy, please e-mail or fax your parts order.

Please supply the following information with your order

- Your account number
- Your purchase order number
- Part number (s)

Prices:

- While we attempt to hold prices, we cannot control when our vendors increase prices. All prices are subject to change without notice. We reserve the right to correct misprints.

Shipping:

- All shipments are F.O.B., Bartlett, TN, USA, unless agreed to in writing. Unless instructed, we reserve the right to pack and ship your order in the most economical way.

Order Shipment:

- Stock orders received and processed before 3:00 p.m. CST will ship the same day or within 24 hours depending on the size of your order.

Please see the next page →



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Ink and Solution Return Policy

No returns will be accepted for ink, pre-treatment or maintenance solution unless Brother made an error or the product was damaged by carrier. All damages must be reported within 24 business hours of receipt.

Part (s) Return Policy

- ♦ A return authorization number must be obtained prior to making return.
- ♦ Any unauthorized returns will not be accepted and will be returned.
- ♦ Returns must be made within 60 days of invoice date and must be returned to the BIC location from which the order was placed.
- ♦ The following return fees will be applied for all returns (Does not apply to any errors on our part or defective items).
- ♦ **0 to 30 no restocking fee, 30 to 60 days 15% restocking fee**

⇒ **Special order items cannot be returned for credit (Non stock items).**

- ♦ Return freight must be prepaid.
- ♦ Return merchandise in original packaging, new (Not Used) and in resalable condition.

Circuit Board Return Policy

- ♦ Circuit boards have a 90 day warranty.
- ♦ Circuit boards must be installed by a certified Brother technician.
- ♦ Brother will not accept return if the boards were installed in the machine.
- ♦ Before credit is issued all circuit boards must be inspected by the IPD Technical Group.
- ♦ Return merchandise in original packaging, new (Not Used) and in resalable condition.