

Quality Assurance

Delacamp UK has been established for over 15 years in the UK and specialise in the supply of remanufacturing components and remanufactured computer consumables to the trade, offering you one of the most comprehensive ranges of fully guaranteed and quality control tested cartridges.

Delacamp UK works closely with a number of world leading component manufacturers to ensure quality, consistency and compatibility of materials used. All cartridges where applicable are fitted with brand new long life drums and only application specific toners (we do not use general purpose toners) are used. All components are qualified by our own quality control department and performance is assured to equal or exceed that of the original manufacturers product. Each cartridge is individually print tested and as part of the general manufacturing process each cartridge is uniquely labelled for absolute traceability.

Delacamp UK also warrants that in normal use and subject to the conditions herein, our printer cartridges will not cause damage or abnormal wear when used in printers for which they were designed to operate. If a defect in one of our cartridges causes such a printer to fail, Delacamp will cover the cost of repair including any replacement parts or labour, or provide a replacement machine, whichever is most cost effective. Please note, this guarantee is no longer valid if the cartridge has been damaged, dismantled or modified, and the warranty shall be limited to replacement or reimbursement as outlined above and does not cover any consequential loss.

Returns Policy

In the event of a customer having to report a faulty cartridge please ensure the following information is obtained and forwarded to Delacamp before collection is arranged from the end user or credit approved:

1. Cartridge Description, e.g. HP3600 Cyan or Q2671A
2. Reported fault including any error messages displayed
3. Unique batch code from the cartridge
4. Supplies Status Page

Upon receipt of the above information Delacamp will provide the customer with a Goods Return Number (GRN). At our discretion and provided we are satisfied the cartridge is a Delacamp product with a genuine fault, we will offer a free replacement for next day delivery under our standard terms, or a full credit. Please note, we may request additional information before making a decision, such as sample prints.

There will be occasions when Delacamp require an examination of the cartridge(s). In these circumstances Delacamp will aim to test the units and provide feedback following the examination within 20 working days of their receipt. In the case of print defects, this process will be aided by the inclusion of sample prints. Delacamp will only decide if credits are to be issued after the examination has been completed. Delacamp will not arrange collection of any such claims, it is the responsibility of their customer to return the goods in a suitable condition for inspection. Should goods be returned poorly packaged or in a condition not fit to be tested Delacamp will not proceed with the claim. If the goods are found to be faulty any carriage charges incurred by the customer will be refunded, provided proof of charges are supplied.

Claim for Machine Damage Procedure

In the unlikely event of a customer making a claim for a cartridge causing damage to their machine, the following procedure is to be followed:

1. The customer contacts their account manager to inform them of a potential claim for machine damage.
2. Details are taken of the problem cartridge and the machine that it has been installed into. These details are as per the Returns procedure (above) but in addition must also include:
 - a. Machine model number
 - b. Problem experienced with the machine
 - c. For claims of leakage, evidence will be required in the form of a picture demonstrating the leakage
3. Delacamp will offer advice wherever possible to correct any problems. If Delacamp agree there is a cartridge related error with the machine that cannot be resolved by the end user, an independent engineer's visit can be arranged by the end user, the customer, or Delacamp. In some cases Delacamp will accept the machine back to our warehouse for inspection or repair; this will be offered whenever possible. If the end user or the customer arrange the visit, the price must be confirmed to Delacamp before being finalised.
4. After a report has been received from the independent engineer Delacamp will assess the responsibility and provide feedback to the customer. If the cartridge has caused the damage Delacamp will cover the cost of repair including any replacement parts and labour or provide a replacement machine, whichever is most cost effective. If replacement parts are required, Delacamp will need to be notified in advance of the work being undertaken in order to decide if it will be cost effective to do so. In the case of the engineer carrying out the work, any parts replaced will be credited only after they have been sent back to Delacamp with a copy of the engineers report for validation.
5. In cases where a replacement machine is offered, Delacamp will suggest a suitable replacement that matches the specification of the damaged machine. If we cannot offer a similar specification we may suggest an upgrade whereby the customer pays the difference in the cost of the products (current market value).
6. Under no circumstances should an engineer's visit be requested or arranged before seeking advice from Delacamp UK as this will invalidate any claim.