EIS Office Solutions
Remanufactured Toner Cartridge
Return Policies

Defective Cartridge Returns:

✓ Contact the EIS Office Solutions Customer Service Department toll free at 1(877)557-7300 or at (713)484-7300, ext. 0 to obtain a Return Merchandise Authorization (RMA) number.

✓ The EIS Customer Service Department will email you a return label.

✓ Return the defective cartridge to EIS.
(If possible, please return the cartridge in the original box)

✓ EIS will send you a replacement cartridge.
(Each cartridge has a 1-year warranty from the date of purchase)

Incorrectly Ordered Cartridge Returns:

✓ Contact the EIS Office Solutions Customer Service Department toll free to 1(877)557-7300 or at (713)484-7300, ext. 0 to obtain a Return Merchandise Authorization (RMA) number.

✓ The school is responsible for all shipping costs associated with returning incorrect cartridges.

✓ Cartridge must be returned in the original unopened packaging.

Contact Information

EIS Office Solutions, Inc.
Contact: Merrill Chance
(713)484-7300, ext. 210
Merrill@eisoffice.net

Montgomery County Public Schools
Division of Procurement
(301)279-3555
Procurement@mcpsmd.org