

# **Direct Color Systems®**

**"Creating Customer Profitability Through Continual Innovation"**

Dear Valued Customer,

Effective immediately, Epson will begin to audit the use of their print heads in various machines (not just DCS printers) around the world. Through this auditing process, Epson may contact customers directly to confirm they are the actual purchaser and user of the "product". In this case, the "product" is the Epson print head.

Also required is the return of the exhausted print head with every new order.

## **How does this change the print head ordering process from DCS?**

Also effective immediately, all orders (POs) for print heads will require the following information for each print head ordered:

- DCS Direct Jet Serial #
- Customer Name
- Contact Name
- Phone #
- Email Address

Please use the form at <http://www.directcolor.com/print-head-form/> to start the print head ordering process. Orders will still need to be submitted to the DCS Customer Service Team via phone or email [orders@directcolor.com](mailto:orders@directcolor.com).

**POs will not be processed without the information outlined above.**

## **What will be done with my information?**

DCS will provide the contact information for print head purchasers to Epson. Epson may then contact you, the customer, directly to verify use of their Product. DCS will not sell or distribute the information provided to any other company or entity.

## **Addition of "CORE CHARGE"**

**A \$250.00 core charge per print head will be added to the purchase price of the print head.**

Exhausted print heads must be returned to DCS. DCS will provide a domestic pre-paid shipping label for your convenience. Simply reuse the box containing the new print head, and drop in an approved (UPS/FedEX) pick up location. Your Invoice # is already printed on the outside of the box to ensure proper credit to your account upon being received back at DCS.

We apologize for the inconvenience and appreciate your cooperation with this change in our ordering process.

Thank you for your continued business!