



Frequently Asked Questions - Sales

- 1. Is it just empty toner and inkjet cartridges you sell?**
We sell a wide range of empty toner and inkjet cartridges. We also trade in unused / out of date cartridges, used fuser units and mobile phones.
- 2. Is there a minimum order quantity or value?**
Our minimum order is 50 units or more, this can be mixed between toners or inkjets.
- 3. What is your guarantee?**
Cartridges are usually inspected to ensure they are free of physical defect. We cannot guarantee components of the cartridge such as rollers, drums, circuits and printheads.
- 4. What are your payment terms?**
We will normally require 100% in advance. Credit terms may be accepted after a credit application is completed and sent to our accounts department for approval. Our terms and conditions of sale must be signed and accepted prior to us accepting a purchase order.
- 5. What types of payment do you accept?**
We accept Visa, Mastercard, Switch, cheque, bank transfer and cash. Please note that credit card payments will carry a charge of 3% on the invoice value. All credit card transactions are charged in £GBP. K2 are not responsible for any additional charges your card provider implements.
- 6. Can you arrange delivery?**
K2 work with a range of global logistic providers and can provide a quotation for the shipping of your goods.
- 7. What are your packing specifications?**
Inks are packed in quantities of 100 (78D / 23D type) – 200 (all Lexmark / Canon / 45A / 56A type) units in honeycomb dividers. Toners are packed either in pallet boxes (2 boxes per pallet) or in smaller boxes 43 x 57 x 45cm (18 boxes per pallet). Toner cartridges are bulk packed and protective packaging is used where it is deemed that we require it.
We use treated euro pallets for all our stock. These pallets qualify as non coniferous.
- 8. How can I place an order?**
You can telephone, fax or email. All orders must be supported by an official purchase order from the customer.
- 9. Can I reserve stock?**
By arrangement with an account manager you can place orders for future shipping. K2 will not usually reserve stock without an official purchase order.
- 10. Can I swap empties I have for ones which I require?**
K2 can swap empties but this transaction must be supported by commercial invoices from both parties.

K2 Supplies

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