

December 15, 2014

To our valued customers:

The entire line of IBM branded HP Replacement Cartridges is manufactured using international ISO 9000 certified facilities. Additionally, the manufacturing process is monitored using statistical process control to insure the highest quality in every cartridge.

Before introduction of any IBM cartridge, IBM and Turbon jointly test all IBM branded HP Replacement Cartridges in accordance with ISO 19752 for monochrome cartridges and ISO19798 for color cartridges. These standards require a robust statistical analysis in order to declare cartridges page yield, and allows customers to have confidence in the declared yield. The ISO 19752 and ISO19798 standards are supported by HP, Canon, Lexmark, and IBM. More information can be found on the following website: www.iso.org.

All IBM branded HP Replacement Cartridges are at least equal to HP's declared yields, as measured in accordance with the ISO/IEC 19752 and 19798 standards.



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