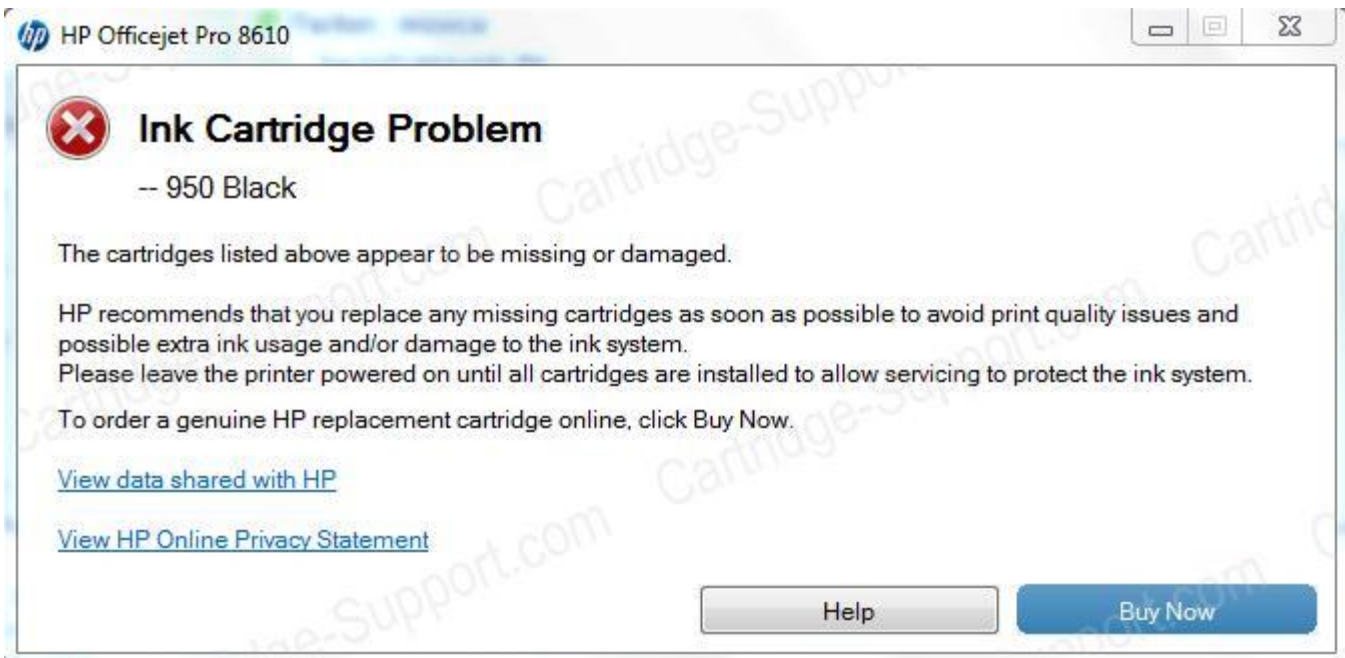


If you have received an error message stating Ink Cartridge Damaged, Ink Cartridge Failure or Ink Cartridge Problem, we apologize for the inconvenience. HP has issued a firmware update that affects certain printer models. Click [here](#) to view information from HP regarding this firmware update.



Your printer may have a new version of HP firmware that will not accept the remanufactured product you currently have.

Please use the contact form or email us at [support@cartridge-support.com](mailto:support@cartridge-support.com) to determine if you qualify for a replacement cartridge.

The following information is required to determine replacement eligibility and to ensure timely processing.

1. Which printer are you using?
2. Where was the product purchased?
3. What are the cartridge codes? (The cartridge codes are located on a small white label on the front or back of the cartridge. There will be 2 rows of numbers only - please include both rows beginning with the top row.)
4. To which address should the replacement cartridge be sent? Please be sure to include city, state and zip code.

Once your information is received and verified, you should receive your replacement in 2 business days. ***Requests submitted without all of the required information may be delayed.***