

**Customer Satisfaction:**

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## Metawatch distributes "from sea to shinning sea" . A Customer Perspective

Metawatch is pleased to announce global distribution of its products across Canada.

Time and time again we have asked our customers why they purchase from Metawatch, and without fail, the most critical issues to our clients are Quality, Cost, and Timeliness of delivery.

### Who are our Customers?

From large to small Metawatch distributes its products across Canada. To the far West we deliver to Prince Rupert, British Columbia. To the North West we have delivered to Mayo, in the Yukon Territories. In the North to Rankin Inlet, Nunavut. To the North East we deliver to Iqualuit on Baffin Island, and last but not least, in the East to St John's, in Newfoundland and Labrador.

Why do our customers, across Canada look to Metawatch for their supplies?

Metawatch has spent years with the fine tuning of its internal operations and searched far and wide for distributors who not only cared about "Moving Product" but about Customer Care, Quality, Cost, and Timeliness of delivery. Metawatch is pleased to have a distribution system where we can ship products typically the same day of order to any major city in Canada and have the product on our customers door step in less than 48 hours from time of order. That's FAST !

### Resources

When it comes to finding out details about your printer there is no better place to contact than your manufacturer. Sure we sell inkjet supplies, and we can answer any question about our products, services and

guarantees but if you need the latest drivers, utilities, or just need to check out your user manual, then go no further. We provide direct links to all the major printer manufacturers.

[Canon](#)

[Epson](#)

[HP](#)

[IBM](#)

[Lexmark](#)

### FAQ Zone

Where can I purchase a "Chip Resetter" ?

Metawatch has been selling chip re-setters for years and you can find it on our Web Site at [Epson Chip Resetter](#)

### New Products

We now carry the Epson [T060 Series of Cartridges](#)



## 100% Satisfaction Guarantee

Metawatch recognized that many consumers are wary of purchasing of OEM compatible products even though substantial cost savings could be derived from their use.

***Metawatch offers a 100% satisfaction guarantee to its customers.***

Customers can return the merchandise within 30 days of purchase for any reason, and we will provide a full refund or replacement (less shipping charges).

Refunds will be credited back to the customer credit card within 7 days of receipt of returned merchandise.

Metawatch also sells OEM refurbished cartridges, and they are covered under the terms and conditions of their respective manufacturers' warranties.

## Quality

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*"Metawatch uses distributors who are certified as ISO 9002 compliant."*

Metawatch's business model is dependant on a recurring customer base to minimize advertising costs. To ensure maximum customer satisfaction

Metawatch has ensured that their products are manufactured and distributed under the strictest of quality standards.

Metawatch uses distributors who are certified as ISO 9002 compliant to ensure consistent quality throughout the purchasing though delivery process lifecycle.

***All products are delivered via Canada Posts Expedited Parcel services, ensuring door to door delivery.***



## 90 Day Warranty!

Metawatch recognizes that circumstances arise where products may arrive damaged.

***Metawatch offers a full 90 day replacement Guarantee for any item that is damaged or defective***

when it arrived, or is the wrong item. In addition Metawatch warrants replacement of any products whose performance or quality is not up to expectations. All returned products require an RMA prior to being

returned to ensure confirmation of receipt and subsequent product replacement.

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We're on the Web!

See us at:

[www.metawatch.ca](http://www.metawatch.ca)

## Compare Prices! Save 50% or more..

After an extensive review of the competitive market, **Metawatch has positioned itself to offer 50% discounts, and more from OEM pricing.** Company President Ken Flack says "We specialize in Inkjet supplies only, and as a result are strategically motivated

to ensure we offer maximum value to our customers. Unlike major supply distributors like Grand and Toy or Staples who offer thousands of products, we must ensure that we offer the best possible price and services to our customer base." Metawatch feels that by specializing in the Inkjet Product vertical

market it can offer unsurpassed savings to its customers while remaining competitive with all major Office Supply retailers. Metawatch's product marketing via "Customer Testimonials" ensures the lowest possible marketing cost further enabling Metawatch to maintain its' low product costs.

## Promotional offers to Customers

Our Prices still not low enough for you? Well all you have to do is check out [Metawatch Inkjet Cartridge Specials](#). We offer greater savings for clients who are willing to purchase greater

quantities of Cartridges savings and discounts. We can not offer these additional discounts across all product lines but we do offer them as [Canon Multipack Specials](#) and [Epson Multipack Specials](#).

**Free Downloads**  
Don't forget to check out our [Free Downloads Page](#). We are offering our IT expertise to you our customers as a courtesy. Please let us know if we can help you in any other ways?

## Free Shipping (Reduced Commitment)

Metawatch's direct from the manufacturer distribution model takes into account required shipping and handling costs as a flat rate for all

deliveries. In order to maximize savings customers are encouraged to purchase multiple units thereby minimizing the impact on pricing of shipping and

handling costs. Metawatch is offering [free shipping on all orders exceeding \\$50.00 cdn](#). After discounts (Excluding Shipping & Handling charges).

**MetaWatch**  
THE STORE

for all your Inkjet Printer Supplies

[WWW.METAWATCH.CA](http://WWW.METAWATCH.CA)

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