

**Customer Satisfaction:**

- Guarantee 2
- Quality. 2
- Warranty. 2

## Metawatch now has 2 new Recycled cartridges!

We are pleased to announce the release of the Lexmark 18L0042 and 18L0043 Recycled Cartridges!

### Quality

Metawatch is pleased to announce that it uses only ISO 9001 quality certified inkjet cartridge and ink manufactures and offers a 100% money back

guarantee

### Cost

Metawatch, with its distributor based model is committed to providing the lowest retail prices available while maintaining its reputation of quality with its warranty guarantees.

### Delivery

Metawatch has a distribution model with

distributors from Coast to Coast across Canada providing services via Canada Posts Expedited Parcel Services ensuring prompt delivery. We at Metawatch are committed to providing the best quality and services to you our end customer, via our on-line , real-time E Commerce capability as well as through our Customer support staff in our back office.

# Customer Satisfaction



## 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

---

*"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.

3 Wintergreen Drive  
Stittsville, Ontario  
K2S 1E5  
&  
414 Rue Nantel  
Pte-Fortune, Quebec  
J0P 1N0

PHONE:  
(613) 831-8626

E-MAIL:  
marketing@metawatch.ca

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 discounts offered to Customers

As part of Metawatch's dedication to its customer base, Metawatch is offering an **additional 10% discount** to any customer purchasing in excess of \$65.00 Cdn in Compatible Inkjet Cartridge products . All Customers need to do is

enter 10POVPCART in the discount field when checking out. This discount is limited to the first 1000 customers. Metawatch is committed to growth from its customer base. By returning further savings to customers for

promoting its site Metawatch is positioned to increase its customer base while keeping marketing and advertising costs minimized and maximizing customer savings.

Offer valid for the first 1000 customers

## 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 offered *free shipping on all orders exceeding \$90.00*

cdn. after discounts (Excluding Shipping & Handling charges).Metawatch has now **reduced the purchasing commitment from \$90.00 to \$65.00** cdn.

  
THE STORE

for all your Inkjet Printer Supplies

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

3 Wintergreen Drive, Stittsville, Ontario, K2S 1E5  
Phone: (613) 831-8626 Email: marketing@metawatch.ca