

Frequently Asked Questions

Why should I refill my Inkjet cartridges?

It saves money and the environment. Refilling your inkjet cartridge at Costco can save up 70% or more, versus the cost of a new cartridge. In addition, reusing your inkjet cartridge reduces landfill waste.

What types of inkjet cartridges does Costco refill and how much does it cost?

We refill popular HP, Lexmark and Dell inkjet cartridges. Prices range from \$7.99 to \$9.99, depending on cartridge and size. See the Supported Cartridge Pricing list for details.

How do I use the service?

Simply drop off your empty inkjet cartridge at Costco 1-Hour Photo. Costco will refill the empty cartridge, using state-of-the-art equipment, and will return it to you, generally in about one hour.

What makes a cartridge non-refillable?

Most commonly, cartridges cannot be refilled when their internal components become too dry and/or clogged. Print head damage also can be caused by printing after the cartridge runs dry. Physical and electrical damage may also prohibit a successful refill.

How should the inkjet cartridge be handled?

Inkjet cartridges are sensitive and should be treated carefully. Keep the cartridge in the printer until ready to be refilled. Place one to three cartridges in a letter-size envelope. Be sure the electronic copper areas (i.e., print heads) are not rubbing against each other. Keep in a cool place and bring to Costco 1-Hour Photo as soon as possible.

Will I get the same level of quality as I do when buying a new cartridge?

Costco's inkjet refill service delivers Original Equipment Manufacturer (OEM)-like image quality, number of printed pages and overall cleanliness. Costco members across the U.S. have been satisfied with the quality and value of this inkjet refill service.

As always, Costco stands behind this service and will ensure your satisfaction, or provide a refund. Whether printing with new or refilled cartridges, always use inkjet-specific paper for best printing results.

Will using a refilled cartridge void my printer warranty?

Federal law prohibits any company from requiring you to purchase only their products and prohibits a manufacturer from voiding your machine's warranty simply by using alternative cartridge solutions. For more details, please refer to: Magnuson-Moss Warranty Improvement Act (U.S. Code – Title 15, Chapter 50, Sections 2301 – 2312).

Can I refill my cartridge at Costco, even if I have already refilled it elsewhere?

Yes. If the cartridge model is on our list and is in working order, we will make every attempt to refill it.

What can I do if my printer gives a "Low On Ink" warning message?

Generally, ignore Low On Ink messages until you actually see the print quality begin to degrade. For tips to reset low ink message, visit: www.costcoinkjetrefill.com

How does Costco's inkjet refill service differ from other refilling solutions?

Costco does not exchange cartridges, nor do we refill them with Universal Ink. Instead, we refill and return the same cartridge, and use cartridge-specific ink to match OEM colors. Our machine-controlled processes ensure the highest refill quality and number of pages printed from each refill. The refilled cartridges are tested to validate print quality standards have been met. If you are not satisfied with the results, we will try again or refund your money.

Do all Costco locations offer the inkjet refill service?

Inkjet refill service is available at select U.S. Costco locations. Please check with 1-Hour Photo for current locations offering this service.

Inkjet cartridge care tips

- Some printers may display low ink messages; these messages can be ignored until you see quality begin to degrade
- Bring cartridge in for refill asap; always store in a cool place
- Protect when transporting, reuse plastic clip or place in letter size envelope. Avoid direct contact with plastic bags.

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1-HOUR PHOTO



□ HP Cartridges

HP 15	HP 74
HP 17	HP 74XL
HP 21	HP 75
HP 21XL	HP 75XL
HP 22	HP 78
HP 22XL	HP 78+
HP 23	HP 78XL
HP 27	HP 92
HP 28	HP 93
HP 41	HP 94
HP 45	HP 95
HP 54	HP 96
HP 56	HP 97
HP 57	HP 98
HP 57+	HP 99
HP 58	HP 901 Black
HP 60 Black	HP 901 Color
HP 60 Color	HP 901XL Black
HP 60XL Black	Coming Soon
HP 60XL Color	HP02 & HP02XL

■ Lexmark Cartridges

LEX 1	LEX 33
LEX 2	LEX 34
LEX 3	LEX 35
LEX 16	LEX 60
LEX 17	LEX 70
LEX 19	LEX 80
LEX 20	LEX 82
LEX 26	LEX 83
LEX 27	LEX 88
LEX 32	

■ Dell Cartridges

Dell 7Y743	Dell MK990
Dell 7Y745	Dell MK991
Dell J5566	Dell MK992
Dell J5567	Dell MK993
Dell JF333	Dell N5878
Dell KF868	Dell N5882
Dell KF869	Dell T0529
Dell M4640	Dell T0530
Dell M4646	

Significant savings on inkjet cartridge refills while you shop.

- *Bring your empty cartridges to 1-Hour Photo.*
- *Your inkjet cartridges will be cleaned, refilled and tested while you shop. Ready in one hour.*
- *Working together we can help reduce landfill waste.*

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1-HOUR PHOTO

Service not affiliated with HP, Lexmark or Dell.

Inkjet Cartridge Refill Service

HP, Lexmark and Dell cartridges

\$7⁹⁹ or \$9⁹⁹

Save up to 70% when compared to new.



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1-HOUR PHOTO

Frequently Asked Questions & Supported Inkjet Cartridge List