

Dealer information

GE/kü 05.07.2022

Durability ink cartridges

Dear trading partners,

Brother ink cartridges have the expiration date printed on the packaging.
The text then reads: "best before xx.xx.xxxx".

Intensive long-term tests have proven that the product can be used for two years beyond the printed date without any loss of quality under normal storage conditions.

However, if there are any quality problems, please send the cartridges to us for reclamation according to the service procedure.

Please feel free to share this information with your customers as well.

We would like to inform you that there may currently be longer delays in the transport routes. As a result, the ink cartridges from our warehouse have a minimum shelf life of at least 3 months instead of the recommended minimum shelf life of 12 months. Therefore, we kindly ask you to refrain from return requests of these ink cartridges.

If you have any further questions about this, please feel free to contact your direct Brother contacts.

Thank you for your understanding and we are looking forward to a continued good cooperation.

With kind regards

Brother International GmbH


Guido Eulenpesch
Director Customer Support & Logistics