

## Clover Transition FAQs

**Q: When does the sale of NER's Imaging Supplies and Image1 divisions take affect?**

A: The sale of these divisions will be transacted on December 31st, 2009 with business being assumed by Clover on January 1st 2010.

**Q: On January 4th where do I call for orders, support, and/or service for Imaging Supplies or Image1 products?**

A: Clover and NER will be providing a phone number for NER customers; you can also call the NER phone number (888.637.3282) and be transferred to your customer service representative.

**Q: What is the name and address of the new vendor?**

A: Clover Technologies Group.  
308 S. Delsea Drive Glassboro, NJ 08028.  
Phone: 800-280-4631 Fax: 856- 863-9424

Denver and Plano addresses do not change.  
The corporate office for Clover is:  
4200 Columbus Street,  
Ottawa, IL 61350

**Q: Who is my customer service representative?**

A: Your customer service representative will not change. Both Darlene Tarnecki and Kim Decker will be part of the Clover team.

Kim Decker  
[kdecker@clovertech.com](mailto:kdecker@clovertech.com)  
800-280-4631 x221

Darlene Tarnecki  
[dtarnecki@clovertech.com](mailto:dtarnecki@clovertech.com)  
800-280-4631 x114

**Q: Where and to whom do I remit my payments?**

A: After December 31st 2009 please remit payments to:  
Clover Technologies Group, LLC  
Dept. Ch 17622  
Palatine, IL 60055-7622

Contact information for Accounts Payable and Receivable:

Ashley Heider  
AP/AR Manager  
[aheider@clovertech.com](mailto:aheider@clovertech.com)  
Phone: (800)464-0272, Extension 12902  
Fax: (815)431-8519

**Q: Will there be price changes for products previously provided by NER or through Image1?**

A: Your current pricing will be honored. If you have any questions please contact Kim Decker [kdecker@clovertech.com](mailto:kdecker@clovertech.com) or Darlene Tarnecki [dtarnecki@clovertech.com](mailto:dtarnecki@clovertech.com)

**Q: Who do I contact for Image1 questions?**

A: Image1's sales organization will be part of the ongoing Clover team, and you may contact them at the same number that you did before the transaction or 866.846.2431.

**Q: Who do I contact for questions with Imaging Supplies previously ordered through NER?**

A: Please contact your customer service representative Kim Decker [kdecker@clovertech.com](mailto:kdecker@clovertech.com) or Darlene Tarnecki [dtarnecki@clovertech.com](mailto:dtarnecki@clovertech.com)

**Q: Where do I return defective product?**

A: Please return defective cartridges to:  
Clover Technologies Group  
Attn: Susan Davis  
308 S. Delsea Drive  
Glassboro, NJ 08028

**Q: Will Clover continue to manufacture products in Glassboro, N.J.?**

A: During the transition Clover will continue to manufacture products at the NER facilities.

**Q: Will Clover continue to distribute products from Glassboro, Denver, and Plano locations?**

A: Yes. Clover also has other distribution points and aim to have the product ship from the closest location possible.

**Q: Will my product packaging change?**

A: No. Your current packaging specifications will continue with Clover.

**Q: Will Clover buy back and/or recycle empty cartridges?**

A: Clover does have an empties buy-back program and recycling program. Please refer to Clover's web-site ([www.clovertech.com](http://www.clovertech.com)), or call customer service at 800-464-0272.

**Q: Does anything change for Print4 Managed Print Services or Data Center Technology Solutions business?**

A: No, so please contact your NER representatives, customer service, or the help desk as necessary.

**Q: Can I still buy my Lexmark Compliant products from NER?**

A: Yes. NER still supports the Lexmark Compliant program. NER Data Products is one of only four Authorized Compliant Providers in the United States and as such we compete in a very unique market. Our remanufactured Lexmark cartridges are the highest quality available; they remain in great demand and as a result show tremendous growth potential.

**Q: How do I order Lexmark Compliant products from NER?**

A: Please contact us at:

Email: [CustomerService@nerdata.com](mailto:CustomerService@nerdata.com)

Phone: (888) 637-3282 extensions 265 or 282

Fax: (800) 637-2217