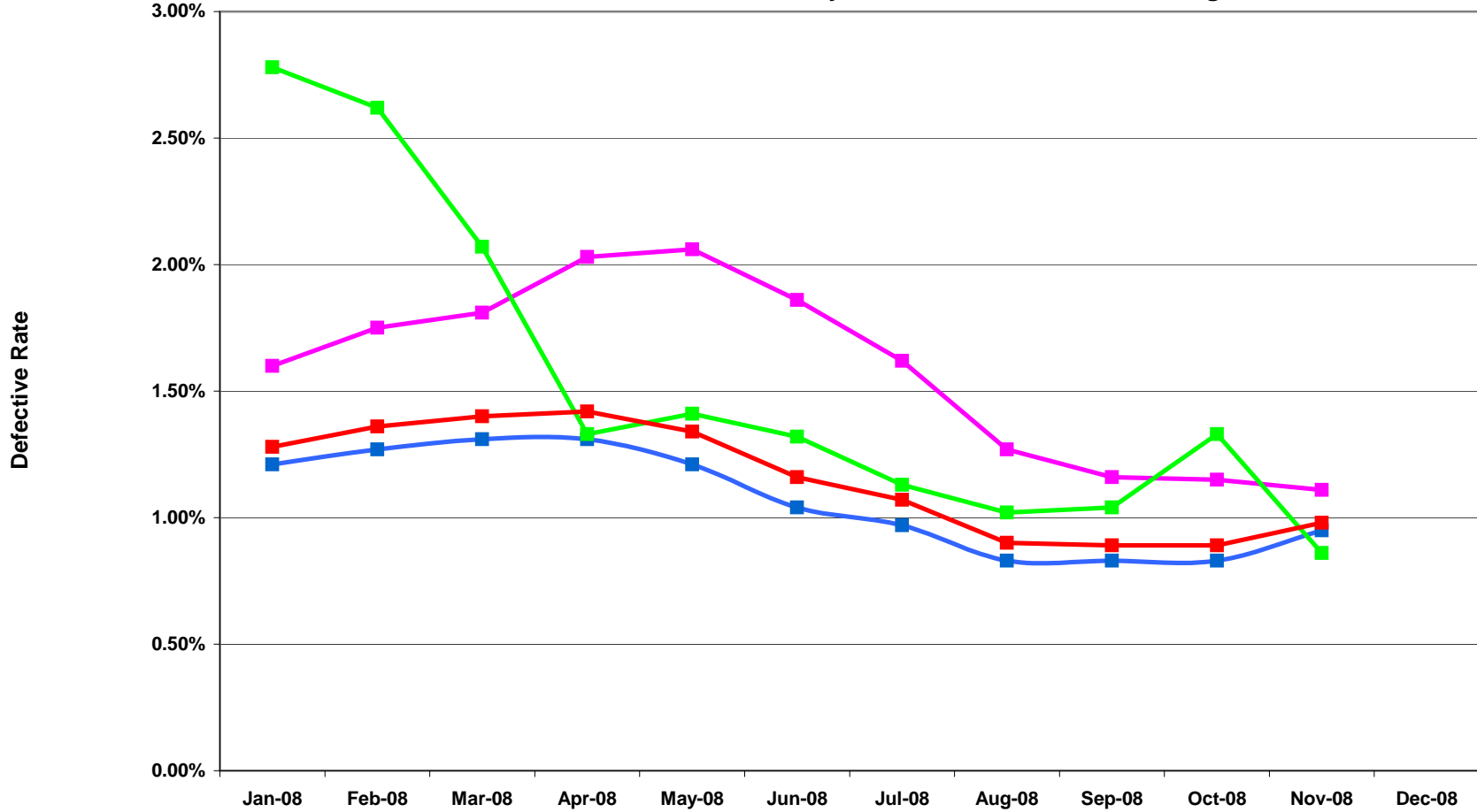


Customer Returns... Defective Rate Summary ... 6 Months - 3 Months Average



	January-08	February-08	March-08	April-08	May-08	June-08	July-08	August-08	September-08	October-08	November-08	December-08
Monochrome	1.21%	1.27%	1.31%	1.31%	1.21%	1.04%	0.97%	0.83%	0.83%	0.83%	0.95%	
Color	1.60%	1.75%	1.81%	2.03%	2.06%	1.86%	1.62%	1.27%	1.16%	1.15%	1.11%	
MICR	2.78%	2.62%	2.07%	1.33%	1.41%	1.32%	1.13%	1.02%	1.04%	1.33%	0.86%	
Total	1.28%	1.36%	1.40%	1.42%	1.34%	1.16%	1.07%	0.90%	0.89%	0.89%	0.98%	