




We have transitioned to a remote work environment and may experience inconsistencies with internet bandwidth. Thank you for your patience.


 **redac**: Thank you for contacting Brother. This is **redac** and I will be helping you. Please give me a moment to review the information that you provided.

 **redac**: Thank you for waiting, Christine. I hope that you're having a good day. I see you need assistance with a cartridge refresh information of your MFCJ4335DW. Is this correct?

 **Christine redact**: Yes, thanks.

 **redac**: Great. How can I help you today?

 **Christine redact**: I'm thinking of enrolling in the Refresh program and am wondering which cartridges are supplied with the monthly replacement?


 **redac**: I will be happy to help you with that! Please hold while I look up information on your inquiry.

 **Christine redact**: I notice on the Brother US site they offer only the LC301x series.

 **redac**: I understand.


 **Christine redact**: Here: <https://www.brother-usa.com/supplies-and-accessories-search-result?q=mfcj5330dw&sort=relevancy>

 **redac**: Thank you.

 **redac**: Thanks for your patience.


In order to better assist you, please contact our Auto-Reorder department which is available at 1-855-225-7215. They are open M-F, 9am-9pm EST.

I sincerely apologize for any inconvenience this issue may have caused you.

 **Christine redact**: Do they have an agent I can chat to here? I'm on an OS holiday and need to purchase a machine and plan for our Bartlesville office.


 **redac**: Usually, they do. However, not at this time unfortunately.

I'm sorry for the inconvenience this has caused.


 **Christine redact**: Okay. Is there anywhere on the Brother site I can find out the cartridges supplied in the program for the printer purchased? It's hard to make a decision without this information/.


 **redac**: I will double-check this for you. Please hold while I look up information on your issue.

 **Christine redact**: Okay thank you :)


 **redac**: To better assist you, I will escalate your case to the designated department. This department will look into your concern and one of our representatives will reply as soon as possible via email. I sincerely apologize for any inconvenience this issue may have caused you.


 **redac**: Do you have any additional questions or concerns?

 **Christine redact**: Okay, that would be great. Please send it to: **redacted** as I don't have any device on my holiday and I can stay here in this internet cafe. Do you know how long I will have to wait?

 **redac**: Thank you for the information provided.

Unfortunately, no. They should reply back within the next 24-48 business hours with an update.

 **redac**: Thank you for being a Brother customer. I hope you have a wonderful day. Please click Disconnect in the top-right corner and then complete the short survey. Your feedback is important to us.

 **redac** has disconnected.