

Dear Valued Business Partner:

Thank you for inquiring about the replacement of your printer consumable item. In an effort to process your request most efficiently, please complete the attached form and return it with all pertinent information documented.

In the future, we ask that your customer contact our Product Support team directly at **1-800-835-6100** for part replacements while they are still in the printer. Our specialists provide immediate support and are able to troubleshoot over the phone to ensure their printer and its components are operating at optimum performance. If a part has failed under warranty the support representative will be able to order a replacement and collect the needed information to ensure parts do not fail in the future. We believe this will provide your customer with the best care available and will offer the fastest turnaround for part replacement requests.

We thank you for your cooperation in this matter, and look forward to speaking with your customers regarding any future consumable replacements.

Xerox Office Group
Customer Support Center



Consumable Replacement Form

This form must accompany all Xerox XOG reseller and channel requests for warranty/defective consumable replacements. One form is required for each printer that parts are being replaced for.

Xerox may request return of any defective item. In the event that a return is required, a return kit including return shipment instructions and a return shipping label for the defective item will be mailed with the shipped item. Follow the steps below to complete the replacement request.

1 For prompt processing of the replacement request, please provide the following:

REQUIRED INFORMATION

Date Requested:

Requestor's Name:

Phone:

Fax:

RESELLER – Company Name and Address:

Ship to Attention:

Phone:

Fax:

Ship To Address: Yes No

PRINTER LOCATION – Company Name and Address:

Ship To Address: Yes No

Printer Model **and** Serial Number:

Reason for Replacement:

Warranty/Defective Other:

Unknown*

Consumable Item Description **and** Part Number:

Item Serial Number:

Troubleshooting Performed:

Failure Data:

Yes Explain:

Failure Reason:

No

% Life Remaining:

Installation Date:

**Defined as not able to determine if defective or out of warranty.*

2 Submit completed form by faxing to 503.682.3772, Attention: Inventory Control.

3 Allow 5-7 business days for shipment. Missing or incomplete information may result in delay of shipment.