

# Contract Printer Supplies Return Process

The quick, easy way to return excess supplies for free.



Because you can have too much of a good thing, Xerox has simplified our return process so you can ship unused toner, ink, drums and fusers back to us more quickly and easily than ever.

## CHOOSE FROM TWO NO-COST RETURN METHODS BASED ON HOW MUCH YOU NEED TO RETURN:

### 1 UP TO 20 SHIPPING CARTONS

1. Consolidate unopened items in a shipping carton.
2. Go to [Contract Printer Supplies Returns Process](#) on Xerox.com and follow the directions to request a shipping label.
3. Attach return labels to shipping cartons (one label for each carton) and place them at the nearest UPS pickup location or drop box. (Do not place return labels on the unopened items themselves.)

### 2 MORE THAN 200 POUNDS (PALLET SHIPPING)

1. Consolidate shipping cartons on a pallet and shrink wrap the pallet. (If you need help palletizing, see Step 2.)
2. Schedule pickup online using [Contract Printer Supplies Returns Process](#) (follow the directions for pallet returns) or call us directly at (877) 212-4401.

If you need materials or equipment to palletize the shipment, we will arrange these details to help you at no extra cost.

3. Allow five to 10 business days for pickup.

## HELPFUL RESOURCES

Find detailed instructions and answers to your questions on the [Contract Printer Supplies Returns Process](#) webpage. Or contact us directly from 8 a.m. – 4:30 p.m. Eastern Time, Monday – Friday, at (877) 212-4401, or email [Xerox\\_EOC@closetheLoopusa.com](mailto:Xerox_EOC@closetheLoopusa.com).

## DID YOU KNOW THAT XEROX ALSO HAS A PROGRAM FOR RETURNING USED SUPPLIES?

Simplifying the returns process helps keep unused supplies out of landfills and is one more example of our continuing commitment to responsible use of resources.

Xerox partners and customers already return more than 2.5 million used cartridges and toner containers annually through the [Green World Alliance](#) recycling program. Together, we've kept more than 145 million pounds of waste out of landfills over the past 20 years.