

Collected  
by  Lexmark™

REMANUFACTURING INSPIRED BY YOU

**PRINTER TAKEBACK USER GUIDE**

# REQUEST A TAKEBACK

## Step 1: Site selection

The screenshot displays the 'REQUEST A TAKEBACK' web interface. At the top, a progress bar shows four steps: 1. TAKEBACK (highlighted with a green circle), 2. PRINTER SELECTION, 3. ADDRESS SELECTION, and 4. CART SUMMARY. Below the progress bar, the heading 'SELECT YOUR SITE' is followed by a search form with fields for 'Search by site name', 'Street', 'Post/Zip code', 'Id', 'City', 'Country', and 'Email'. Below the search form, a table titled 'YOUR SITES' shows 15 results. The table has columns for 'ID', 'Name', and 'Zip code - City'. Three rows are visible, each with a 'SEE MORE' link and a 'SELECT THIS SITE' button. The 'SELECT THIS SITE' button for the third row (ID 291326) is highlighted with a white box. A sidebar on the left contains navigation links for 'CBL CUSTOMER SERVICE', 'ADMIN', 'My CARTRIDGE page', 'My PRINTER page', and 'My SPACE'. The footer includes links for 'Contact', 'FAQ', 'Terms of use', 'Privacy policy', and 'Bin'.

**REQUEST A TAKEBACK**

In most countries, pick-up requests lead time is about 5 working days. The Lexmark Equipment Collection Programme helps companies to remanufacture their Lexmark printers. As a user of the programme, you play an active role in the circular economy.

1 TAKEBACK 2 PRINTER SELECTION 3 ADDRESS SELECTION 4 CART SUMMARY

**SELECT YOUR SITE**

SEARCH

Search by site name Street Post/Zip code Id  
City Country Email

1 - 10 on 15

**YOUR SITES** 15

ID	Name	Zip code - City
SEE MORE	293115 TEST CHECKBOX BOTH 2	SELECT THIS SITE
SEE MORE	293113 TEST CHECKBOX LACP 2	SELECT THIS SITE
SEE MORE	291326	SELECT THIS SITE

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Click on « **TakeBack request** » :

If you have many sites, you can search for it by company name, address, city etc...

Select your site and click on « **SELECT THIS SITE** » to proceed to the next step.

# REQUEST A TAKEBACK

## Step 2: Printer selection

The screenshot displays the 'REQUEST A TAKEBACK' web interface. At the top, a progress bar shows four steps: 1. TAKEBACK, 2. PRINTER SELECTION (highlighted in green), 3. ADDRESS SELECTION, and 4. CART SUMMARY. Below the progress bar, the heading reads 'SELECT THE PRINTERS AND PALLETS YOU WOULD LIKE TO GET COLLECTED'. There are input fields for 'Administrative address', 'Pickup address', 'Contact', 'Email', and 'Phone'. Below these fields, the section is titled 'STEP 1 - YOUR PRINTER INFORMATION'. It contains a checkbox with the text 'BY TICKING THIS BOX YOU ARE ACCEPTING THE TERMS AND CONDITIONS.' and two buttons: 'TYPE YOUR PRINTERS INFO' and 'UPLOAD YOUR PRINTERS INFO'. A dark sidebar on the left contains navigation links for 'CBL CUSTOMER SERVICE', 'ADMIN', 'My CARTRIDGE page', 'My PRINTER page', and 'My SPACE'. The footer includes links for 'Contact', 'FAQ', 'Terms of use', 'Privacy policy', and 'Rma'.

If you are initiating a Takeback request you must tick that you are the printer owner the General Terms must be accepted.

On the bottom left you can select **TYPE YOUR PRINTER INFORMATION** or you can choose the option on the bottom right to **UPLOAD YOUR PRINTERS INFO** via an Excel file.

# REQUEST A TAKEBACK

Step 2/A: Type your printer information

SELECT THE PRINTERS AND PALLETS YOU WOULD LIKE TO GET COLLECTED

Administrative address [redacted] Contact [redacted]  
Pickup address [redacted] Email [redacted]  
Phone [redacted]

STEP 1 - YOUR PRINTER INFORMATION

	Quantity	Weight per unit	Weight	Dimensions
Number of printer without wheels	0		0.00	
Select printer model [dropdown] [Add]	[input] [input] [input]	0	0.00	
Select printer model [dropdown] [Add]	[input] [input] [input]	0	0.00	
Specific details for Finisher				Please if your dimensions are only two digits put 0 zero. E.g. 090 x 000 x 040 cm.
Finisher [dropdown] [Add]	[input] [input] [input]	0	0.00	Specify the dimensions.
Total	0		0.00	

Dimensions [dropdown] [Add]      Number of pallet [input] [input] [input]

SPECIAL REQUIREMENTS [info icon] When the loading area has no ramp for loading, a tail lift truck should be requested and indicated on the LCCN card.

Tail lift truck   
Replacement pallet

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Choose the different **Printer models** by clicking on the scroll down menu, give **quantity** by clicking on the plus or minus buttons.

In case they are equipped with wheels please indicate these machines under Number of printer with wheels models if not, use **Number of printer without wheels** section.

Number of Finishers and their dimensions can also be given in the **Specific details for Finisher section**. Printers with no wheels require **pallets so their dimensions and number** should also be given.

You can finale input in each row by clicking on **Add Model button**.

# REQUEST A TAKEBACK

Step 2/A: Type your printer information

The screenshot shows a web form for requesting a printer takeback. On the left is a navigation sidebar with sections: 'My CARTRIDGE page', 'My PRINTER page', and 'My SPACE'. The main form area contains a table for printer information, a 'Dimensions' section, and a 'SPECIAL REQUIREMENTS' section. A 'NEXT STEP' button is at the bottom center.

Select printer model				
	Number of printer with wheels models	0	0	0.00
Select printer model		0	0	0.00
Specific details for Finisher				Please, if your dimensions are only two digits put a zero. e.g. 090 x 070 x 040 cm.
Finisher		0	0	0.00
Total		1		0.00

**Dimensions**

Dimensions	Number of pallet
170 x 110 cm <span>ADD A PALLET</span>	1
Total number of pallets	1

**SPECIAL REQUIREMENTS**

Without the loading area also on some for loading, a tail lift truck should be provided and entered on the LECT.

Tail lift truck

Replacement pallet

Lashing strap

Cargo box

E.g. Preferred pick-up date

**NEXT STEP**

**SPECIAL REQUIREMENTS** can be chosen by clicking the empty checkmark box next to the options. You can ask for a **Tail lift truck, Replacement Pallet, Lashing strap** or **Cargo box**.

Below there is an empty text box, where you can write further requests or additional transport information.

When finished providing all printer and finisher details you can click on the **NEXT STEP** icon at the bottom to proceed.

# REQUEST A TAKEBACK

Step 2/B: Upload your printers information

The screenshot displays the 'REQUEST A TAKEBACK' web interface. At the top, a progress bar indicates four steps: 1. TAKEBACK, 2. PRINTER SELECTION (current step), 3. ADDRESS SELECTION, and 4. CART SUMMARY. Below the progress bar, the heading 'REQUEST A TAKEBACK' is followed by the instruction 'SELECT THE PRINTERS AND PALLETS YOU WOULD LIKE TO GET COLLECTED'. The interface shows a form with fields for 'Administrative address', 'Pickup address', 'Contact', 'Email', and 'Phone'. A section titled 'STEP 1 - YOUR PRINTER INFORMATION' contains a link to 'Download your printers upload template' and a prominent 'UPLOAD EXCEL' button. Below this is a link to 'printersmodels.lexmark.com' and a 'CONFIRM YOUR PRINTERS INFORMATION' button. At the bottom left, it shows 'Total quantity of printers: 5'. The left sidebar contains navigation options for 'CBL CUSTOMER SERVICE', 'ADMIN', 'My CARTRIDGE page', and 'My PRINTER page'. The footer includes links for 'Contact', 'FAQ', 'Terms of use', 'Privacy policy', and 'Blog'.

By selecting **UPLOAD YOUR PRINTERS INFORMATION**, new options will be available.

Next click on **Download your printers upload template** icon, so you will be taken to an Excel sheet in which you should fill out the necessary details. When with the file, choose **Upload Excel button**. When the upload is complete click on **Confirm your printers information** button so you can proceed to step 3.

# REQUEST A TAKEBACK

Step 2/B: Upload your printers information

	A	B	C	D
1	model	Dimensions only for quantity		wheel
2	Finisher	111 x 111 x 111 cm	2	true
3	2590nplus		3	false

First you'd fill the **Model** column with the different types/models of printers you'd like to give back. In case of finishers, type only the word Finisher.

Type in the **Dimension** (length x width x height) to the next column **only in case of Finishers**.

Give the **Quantity** for each of the printer models or finishers in the third column.

In the last column please indicate if the printer model or finisher in question has a **Wheel** (if yes, please type true, if the printer has no wheels write false instead).

# REQUEST A TAKEBACK

## Step 3: Address Selection

**REQUEST A TAKEBACK**

1 TAKEBACK 2 PRINTER SELECTION 3 ADDRESS SELECTION 4 CART SUMMARY

**SELECT A PICK-UP ADDRESS**

Select below the address by clicking on "Collect at this address" or add a new pickup address.  
Please fill in a maximum of information so that your printers are well collected by the carrier.  
You can give information such as the digital code, the phone number of your local contact or the preferred hours for the pickup.

**ADMINISTRATIVE ADDRESS**

**COMPANY'S PICK-UP ADDRESS**

**INFORMATION FOR THE CARRIER**

**PICKUP INFORMATION**

Can reach printers@collectedbylexmark.com to change the administrative address.

Can reach printers@collectedbylexmark.com to change the administrative address.

COLLECT AT THIS ADDRESS

MODIFY BACK

MODIFY

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On the left you find your company's **ADMINISTRATIVE ADDRESS**, used for communicational and invoicing purposes. You can only change it by contacting [printers@collectedbylexmark.com](mailto:printers@collectedbylexmark.com).

In the middle is your **COMPANY'S PICK-UP ADDRESS**, you can select this as the designated pick-up place by selecting **COLLECT AT THIS ADDRESS**, or you can change the pick-up address by clicking on **MODIFY** so you can change or add additional data regarding pickup address or contact person details, time of pickup, requested documents or other info.

When finished, click on the **COLLECT AT THIS ADDRESS** icon to proceed to final step.

# REQUEST A TAKEBACK

## Step 4: Cart Summary

The screenshot displays the 'Request a Takeback' web application interface. At the top, a green progress bar indicates four steps: 1. TAKEBACK, 2. PRINTER SELECTION, 3. ADDRESS SELECTION, and 4. CART SUMMARY. The current step is 'CART SUMMARY'. Below the progress bar, the heading 'REQUEST A TAKEBACK' is followed by 'YOUR CART SUMMARY'. A note states: 'Please make sure that your TakeBack information are up to date, and that you have selected the right pallets for your printers collection.' A table lists the cart items with columns for ID, Name, Pickup address, Printers, Number of pallets, and Comment. One item is shown with '1' pallet. A 'Modify' button is next to the item. Below the table, a note says: 'By clicking on "confirm pickup" you are accepting the [Terms and Conditions](#).' At the bottom of the table area, there are two buttons: 'CONFIRM PICK-UP' and 'BACK'. The left sidebar contains navigation menus for 'My CARTRIDGE page', 'My PRINTER page', and 'My SPACE'. The footer includes 'Contact', 'FAQ', 'Terms of use', 'Privacy policy', and 'Blog'.

Under the **YOUR CART SUMMARY** title you can see the details of your TakeBack order, the company's **ID** number, **Name** of your company, **Pickup Address, Printers information** (accessible by clicking on the underlined Details button below), **Number of pallets and Comments**.

In case you wish to change any of the above mentioned data, click on **MODIFY**.

When finished click on the **CONFIRM PICK-UP** so your request will be completed.