

Collected
by  Lexmark™

REMANUFACTURING INSPIRED BY YOU

PRINTER TAKEBACK USER GUIDE

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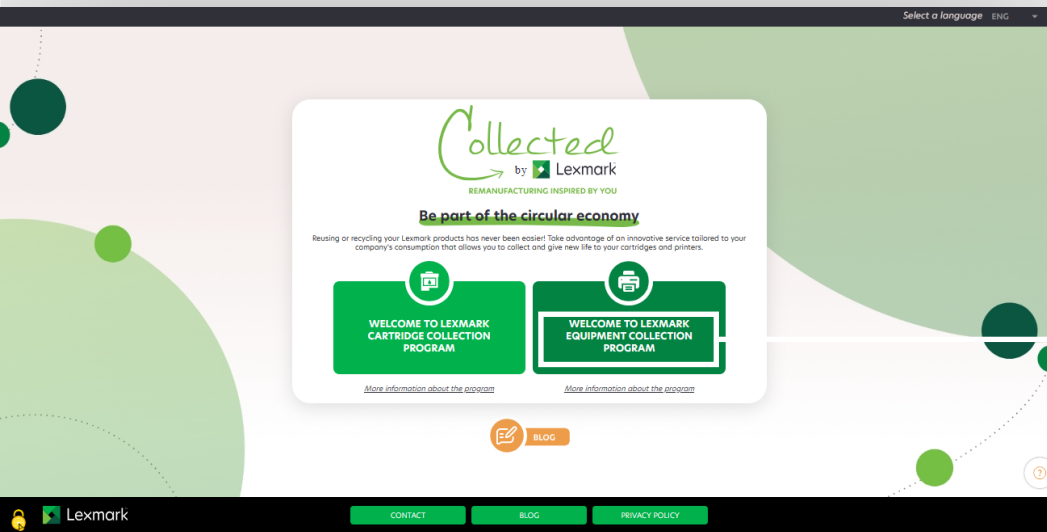
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TAKEBACK BASIC KNOW-HOWS

Program LECP:

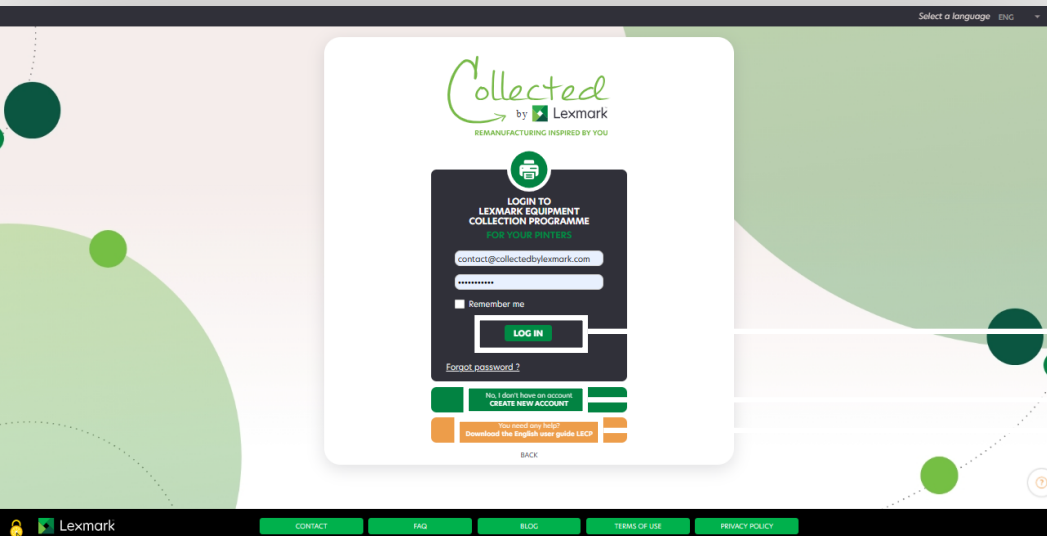
Lexmark Equipment and Collection Program (LECP) Free recycling of end-of-life Lexmark printers. As part of our commitment to sustainability, Lexmark offers a responsible choice for disposal of end-of-life printers. Through LECP, you can return any end-of-life Lexmark branded product and Lexmark will recycle the equipment for free.

ENTERING THE SITE



- Type <https://www.collectedbylexmark.com/login> into your browser's search field.
- Next choose the **WELCOME TO LEXMARK EQUIPMENT COLLECTION PROGRAM**'s title.

FORGOT MY PASSWORD



To login to your account, enter your email and chosen password.

Then, click on « **LOG IN** ».

If you have already registered to the LCCP program, you can use the same e-mail and password to log into the LCCP program.

To register a new company, **if you have never used LCCP**, click on « **Create new account** ». On the upcoming pop up window select the option: **NO, I DON'T HAVE AN ACCOUNT**. There is also an orange colored link to this **User Guide** below.

LOG IN / SIGN IN

REMANUFACTURING INSPIRED BY YOU.

RESET PASSWORD

We can help you reset your password using the email address linked to your account.

Please note that the activation link for your password will only be valid in the next 24 hours !

Your email

Je ne suis pas un robot



RESET PASSWORD

If your company is already registered and if you have not yet activated your password / or if you have forgotten your password, click on « Forgot password? » on the home page.

You only need to enter your email address to reset it. Click on « **RESET PASSWORD** ».

A link will be sent to your email address to set a new password. The link will be active for the next 24h.

REGISTRATION form - Single location

(only if not registered yet)

The screenshot displays the registration form for the Lexmark Equipment Collection Programme. It is divided into two main sections: 'YOUR PROFILE' and 'YOUR COMPANY'. The 'YOUR PROFILE' section includes fields for First name, Last name, Email, Phone (with a dropdown for country code and a pre-filled email address), Password (with a strength indicator), and Confirm your password. The 'YOUR COMPANY' section includes fields for Company name, Department name, Search your address (with a dropdown menu showing suggestions), Street number, Street, City, State/Province, Zip/Postal code, and Country (with a dropdown menu). Below the company address fields is a 'VERIFY YOUR ADDRESS' section with a 'SEND' button. At the bottom, there is a 'YOUR PICKUP ADDRESS' section with fields for Company name and Department name. The form is set against a light gray background with a dark header bar containing 'Back' and 'Select a language ENG'.

In order to register a new company, you need to complete this **form** with **your personal details**, and the **company's information**.

When filling in the company's address, **Google API automatically suggests addresses** from its database (auto-completion process).

Once you've selected one of API suggestions, you'll be able to modify if the address is incorrect.

You should fill all mandatory fields indicated with an asterisk (*). When finished click on **SEND** button.

OTHER MAIN PAGE OPTIONS

There are several options at the bottom of the Main Page:

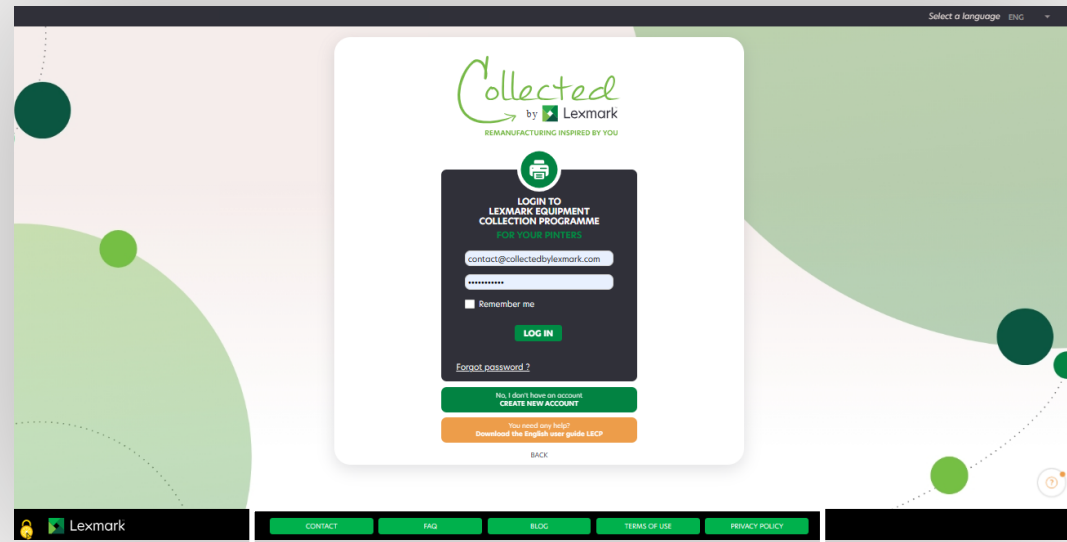
CONTACT: You can write down your questions and issues in English, which you were unable to find the answers for in the FAQ or User Guide.

FAQ: A list of Frequently Asked Questions and the answers to them.

BLOG: Contains blog articles related to LCEP and LCCP

TERMS OF USE: Contains the General Terms Of Use

PRIVACY POLICY: Contains our Privacy Policy document



DASHBOARD

After log in, you have access to your **DASHBOARD**.

Here you can edit your profile data by clicking on **MY PROFILE'S UPDATE** icon, find your previous requests by clicking on the **LAST TAKEBACK** icon.

You can check for viable printer models for TakeBack by clicking on **CHECK THE PRINTERS LIST**.

Here is also an option to reach the **MY SITES** option, where you can add and edit new pick-up sites.

Below the menu options are blog articles. The **menu sidebar** on the left helps you to navigate through the platform.

Collected Lexmark
REMANUFACTURED PRINTERS BY YOU

CBL CUSTOMER SERVICE

ADMIN

My CARTRIDGE page

Dashboard
Order containers
Request a pickup
History
Cartridges programme guide
Return Programme Cartridges

My PRINTER page

Dashboard
Takeback request
History
Printers beginner guide
Printers programme guide
Evergreen

My SPACE

My profile
My sites
Reporting

Collected by Lexmark

About the programme
FAQ
Contact
Blog

Hello!

Welcome to your Lexmark PRINTER page.

Apply now for a TakeBack. By collecting your equipment, you give your printers a second life and add to Evergreen's line of remanufactured printers.

[Modify my profile](#) [My sites \(30 \)](#)

MY PRINTER PAGE

TAKEBACK (0)

- Check the printers list
- LAST TAKEBACK

EVERGREEN

- Discover the Evergreen line
- Be contacted by a Lexmark representative

CIRCULAR ECONOMY NEWS

Contact | FAQ | Terms of use | Privacy policy | Blog

MY PROFILE

Collecteol
Levmark
REMANUFACTURING INSPIRED BY YOU

CBL CUSTOMER SERVICE

ADMIN

Mon espace CARTOUCHE

- Tableaux de bord
- Commander des cartousses
- Demander une collecte
- Historique
- Guide du programme cartouches
- Retour Programme Cartidges

Mon espace IMPRIMANTE

- Tableaux de bord
- Demande de TalkBack
- Historique
- Guide du service imprimantes
- Guide utilisateur imprimantes
- Evenement

Mon ESPACE

- Mon profil**
- Mes sites

Collecteol by Levmark

- À propos du programme
- FAQ
- Contact

MON PROFIL

Vous pouvez modifier vos informations personnelles directement ci-dessous.

MES INFORMATIONS

Nom	[REDACTED]	✎
Prénom	[REDACTED]	✎
Courriel	[REDACTED]	✎
Téléphone	[REDACTED]	✎
Téléphone mobile	[REDACTED]	✎
Mot de passe	••••	✎
Votre métier/fonction	[REDACTED]	✎
Vous représentez :	[REDACTED]	✎
Sélectionner une langue	[REDACTED] FR	▼

ⓘ Votre mot de passe doit composer de :
- Au moins 8 caractères, dont des caractères
- particuliers (des minuscules, des majuscules et
des chiffres)

Contact FAQ CGU Politique de confidentialité Blog

You can modify your profile's information by clicking on **MY PROFILE**.

Your information is automatically updated.

The e-mail being the log in unique ID, it can only be modified by an admin, please contact us in case you need to change it.

MY SITES

MY SITES

Please use first the search engine to make sure your location is not yet registered in our web site. If it doesn't appear in your search, please create it by clicking on "Add a new site", and by filling in the required information.

SEARCH

Site name Street Post code Id

City Country Email

ADD A NEW SITE Before creating a new site, please search if it does not already exist on the platform. This will avoid duplicated accounts.

YOUR SITES 32 1 - 10 on 32

ID	Name	Zip code - city	Contact		
SEE MORE	385849	TEST	CUSTOMER SERVICE CBL	MY TEAM	X
SEE MORE	388999			MY TEAM	X
SEE MORE	291231			MY TEAM	X
SEE MORE	291277			MY TEAM	X

Contact FAQ Terms of use Privacy policy Blog

You can search for a specific site with the improved search engine. You can search by site name, street, postcode, company ID, city, country code or email.

The search engine is located at, and is the same for the **TakeBack requests, My sites and History pages.**

MY SITES

The image shows a user interface for managing sites. At the top, there is a modal window titled "Add a site" with the following fields:

- Company name* (text input)
- Type of company * (dropdown menu with "Company headquarters" selected)
- Search your address* (text input with placeholder "Ex: 64, rue de Dunferque - bat. B, 75009 Paris")
- CONFIRM (button)

Below the modal is the "MY SITES" dashboard. It features a search bar with fields for Site name, Street, Post code, Id, City, Country, and Email. A "More filter" dropdown is also present. A prominent "ADD A NEW SITE" button is shown. Below this, a table lists existing sites:

ID	Name	Zip code - city	Contact	Actions
285849	TEST	12345 TEST	CUSTOMER SERVICE CBL	MY TEAM (green) X (red)
288999	MY TEAM (green) X (red)
291233	MY TEAM (green) X (red)

The dashboard also includes a sidebar with navigation options like "CBL CUSTOMER SERVICE", "ADMIN", "My CARTRIDGE page", "My PRINTER page", and "My SPACE".

When you click on **My sites**, all the companies you manage are displayed.

You can delete a company by clicking on the **red cross**.

or add a new company by clicking on « **ADD A NEW SITE** ». You only have to fill in the new company name and address. Google API will automatically suggests addresses and if you select it, it will be automatically filled in.

MY TEAM

ID	Name	Zip code - city	Contact
▼ SEE MORE	319785	TEST COMPANY 1	75011 PARIS
		CUSTOMER SERVICE CBL	MY TEAM X

MY TEAM (1)

First Name	Last Name	Phone	Email
------------	-----------	-------	-------

Sort by: Name

★ Customer Service	CBL	contact@collecterbylexmark.com	X
--------------------	-----	--------------------------------	---

1 - 1 on 1

ADD A USER

Search an existing user for this company

First Name	Last Name	Phone	Email
------------	-----------	-------	-------

0 RESULTS

Sort by: Name

1 - 0 on 0

At the My sites menu click on « **MY TEAM** » : a new page appears.

If you are the main contact, you can recognise it with the yellow star. To become the main contact, double click on the star.

You can also see the other team members that are able to order or request a pickup for this specific site.

A company = a team of several members.

MY TEAM

MY TEAM (1)

First Name Last Name Phone Email

Sort by: Name ▾

★ Customer Service	CBL	contact@collectedbylexmark.com	
--------------------	-----	--------------------------------	--

1 - 1 on 1

ADD A USER

Search an existing user for this company

First Name Last Name Phone Email

1 RESULTS

Sort by: Name ▾

TEST3 MAIL	testmail3@yopmail.com	Related companies (1)	ADD
------------	-----------------------	-----------------------	-----

CREATE USER IF THE USER DOES NOT ALREADY EXIST

1 - 1 on 1

Contact FAQ Terms of use Privacy policy Blog

First search if he/she is not yet registered in the database by entering data into one of the search fields.


If not, please click on « CREATE USER IF THE USER DOES NOT ALREADY EXISTS » button.

MY TEAM

MY TEAM - TEST

CREATE A USER
Add a new user to this team

First Name Last Name Tel code Phone Number Email

Is this user the main contact of the company? 

CREATE

The team administrator can see the members of his team. He can also add or remove a user from his team.

The site administrator can add a new company to his account, then order containers/request pickups for this company.

The same user may have several roles.

The team administrator can add (or delete) people from a team: he only needs to fill in the user information and click on « **CREATE** ». The user will receive an email with a link to set his password. He will then be able to log in to the platform.

If you want to make the user the main contact (the one with the **yellow star**), you have to tick the box « **is the user the main contact of the company?** »

REQUEST A TAKEBACK

Step 1: Site selection

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 LKCP 2		SELECT THIS SITE
SEE MORE	291326		SELECT THIS SITE

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From the sidebar menu select « **TakeBack request** » : Upon clicking on it a pop-up message will be displayed containing important information, click X if you wish to close it to proceed.

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

REQUEST A TAKEBACK

1 TAKEBACK 2 PRINTER SELECTION 3 ADDRESS SELECTION 4 CART SUMMARY

SELECT THE PRINTERS AND PALLETS YOU WOULD LIKE TO GET COLLECTED

Administrative address
Pickup address

Contact
Email
Phone

STEP 1 - YOUR PRINTER INFORMATION

BY TICKING THIS BOX YOU ARE ACCEPTING THE [TERMS AND CONDITIONS](#).

TYPE YOUR PRINTERS INFO or **UPLOAD YOUR PRINTERS INFO**

If you are initiating a TakeBack request you must accept the **General Terms And Conditions**.

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] [Minus] [Plus]	0	0	0.00	
Select printer model [dropdown] [Add] [Minus] [Plus]	0	0	0.00	
Specific details for Finisher				Please if your dimensions are only two digits put a zero. e.g. 090 x 000 x 040 cm. Specify the dimensions.
Finisher [dropdown] [Add] [Minus] [Plus]	0	0	0.00	
Total	0		0.00	
Dimensions	Number of pallet	SPECIAL REQUIREMENTS		
Select pallet dimensions [dropdown] [Add] [Minus] [Plus]	0	If you the loading area has no ramp for loading, a tail lift truck should be provided and indicated on the LCCD.		
		Tail lift truck <input type="checkbox"/>		
		Replacement pallet <input type="checkbox"/>		

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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 add new printers/finishers/pallets in each row by clicking on **Add Model/Add Pallets button**.

REQUEST A TAKEBACK

Step 2/A: Type your printer information

The screenshot shows the 'Request a Takeback' form for Lexmark printers. The interface includes a sidebar with navigation options such as 'My CARTRIDGE page', 'My PRINTER page', and 'My SPACE'. The main content area features a table for printer information, a 'Dimensions' section with an 'ADD A PALLET' button, and a 'SPECIAL REQUIREMENTS' section with checkboxes for 'Tail lift truck', 'Replacement pallet', 'Lashing strap', and 'Cargo box'. A 'NEXT STEP' button is located at the bottom of the form.

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

Dimensions	Number of pallet
170 x 110 cm ADD A PALLET	1
Total number of pallets	1

SPECIAL REQUIREMENTS

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 to Step 3.

REQUEST A TAKEBACK

Step 2/B: Upload your printers information

The screenshot shows 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'. There are two columns of input fields: the left column contains 'Administrative address' and 'Pickup address'; the right column contains 'Contact', 'Email', and 'Phone'. Below these fields, the section 'STEP 1 - YOUR PRINTER INFORMATION' is displayed. It includes a link 'Download your printers upload template' and a green 'UPLOAD EXCEL' button. A red box highlights a 'CONFIRM YOUR PRINTERS INFORMATION' button. At the bottom of this section, it says 'Total quantity of printers: 5'. The left sidebar contains navigation links for 'ADMIN', 'My CARTRIDGE page', and 'My PRINTER page'. The footer includes '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 ready with the file, choose **Upload Excel button**. When the upload is complete click on **Confirm your printers information button** so you can give the **number of different types of pallets**, the **dimensions** and **number of pallets per pallet size** and the **Special Requirements** for transportation.

Click **CONFIRM YOUR PALLET INFORMATION** to 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

In the downloaded Excel file first 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

The screenshot shows the 'REQUEST A TAKEBACK' web interface. At the top, a progress bar indicates four steps: 1. TAKEBACK, 2. PRINTER SELECTION, 3. ADDRESS SELECTION (current step), and 4. CART SUMMARY. The main heading is 'REQUEST A TAKEBACK'. Below it, the instruction is 'SELECT A PICK-UP ADDRESS'. A sub-instruction reads: '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.' The form is divided into three sections: 'ADMINISTRATIVE ADDRESS' (with a 'MODIFY' button), 'COMPANY'S PICK-UP ADDRESS' (with 'COLLECT AT THIS ADDRESS', 'MODIFY', and 'BACK' buttons), and 'INFORMATION FOR THE CARRIER' (with a 'MODIFY' button). Below the 'COMPANY'S PICK-UP ADDRESS' section, there is a 'PICKUP INFORMATION' section with a 'MODIFY' button. A sidebar on the left contains navigation links for 'CBL CUSTOMER SERVICE', 'My CARTRIDGE page', 'My PRINTER page', and 'My SPACE'. A footer contains links for 'Contact', 'FAQ', 'Terms of use', 'Privacy policy', and 'Blog'.

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. 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 interface. At the top, a progress bar shows four steps: 1. TAKEBACK, 2. PRINTER SELECTION, 3. ADDRESS SELECTION, and 4. CART SUMMARY. The 'CART SUMMARY' step is currently active. Below the progress bar, the 'YOUR CART SUMMARY' section is visible. It includes a table with columns for ID, Name, Pickup address, Printers, Number of pallets, and Comment. A 'Details' button is underlined under the 'Printers' column, and a 'Modify' button is located at the end of the row. Below the table, there is a 'CONFIRM PICK-UP' button and a 'BACK' button. The footer contains links for 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.

HISTORY

HISTORY

The history takes into account pickups that you've made since the registration of your account.
The history allows you to consult your current and past pickup and to cancel your printer pickup. You have 4 hours after you've placed the pickup to cancel it.

SEARCH

Company Street Zipcode Tracking number
City Country Email ID

Less filter

Status

Pending	Unvalidated	Confirmed	Canceled
Delivered	Collected	On hold	Fulfilled
Denied by customer	Denied by carrier		

Date of request
To: ex: 31/12/2019 at: ex: 01/01/2019

YOUR SITES 157 1 Estimated delivery date appears within 48 hours of order's placement

Request	Reference number	Pickup address	Printers list	Status	Request date	Estimated pickup date	Confirmed pickup date	Label
TAKEBACK	217		Details	Unvalidated	12/4/2023			Download
TAKEBACK	216		Details	Unvalidated	12/4/2023			Download

Contact FAQ Terms of use Privacy policy Blog

The **History** section gives you an overview of all your TakeBack requests. You can use the different filters to find a particular TakeBack request.

Pending: the TakeBack request has not been created yet in our logistics IT system.

Confirmed: the TakeBack request has been created for the logistics team

Declined: Lexmark has declined the TakeBack request

Canceled: the TakeBack request has not been created

Collected: the TakeBack request has been collected

On hold: the pickup has been unsuccessful, the customer receives an email and has 14 days to contact the logistics team.

Denied: the collection could not be done because there was nothing to collect or customer did not contact the logistics team to give his instructions (knlux.reverselogistics@kuehne-nagel.com).

Failed: the order/pickup has failed - for ex; no one was on site to give the boxes. Please contact our logistics team (knlux.reverselogistics@kuehne-nagel.com)

HISTORY/ORDER CANCELLATION

HISTORY

The history takes into account pickups that you've made since the registration of your account.
The history allows you to consult your current and past pickup and to cancel your printer pickup. You have 4 hours after you've placed the pickup to cancel it.

SEARCH

Company Street Zipcode Tracking number

City Country Email ID

More filter

YOUR SITES 159 Estimated delivery date appears within 48 hours of order's placement.

1 - 10 on 159

Request	Reference number	Pickup address	Printers list	Status	Request date	Estimated pickup date	Confirmed pickup date	Label
TAKEBACK	219		Details	Pending	5/16/2024			
TAKEBACK	218		Details	Pending	5/16/2024			

You can cancel a TakeBack request if and only if they have the pending status (4 hours after you've placed your request). To do so, click on the red cross on the right side of your pending order.

PRINTER PACKAGING - GENERAL RULES

- Printers must be in good condition. These are collected to be reused. Either dismantled to spare parts or refurbished as a complete printer.
- All components must be inside the printer.
- Only intact pallets to be used.
- Place the products on a pallet, which is slightly larger than the unit's maximum length and width. Printer should not exceed the pallet.
- Do not place printers on wheels on a pallet. Rather ask for special equipment (lashing strap/cargo bar) when you submit your Takeback request. There is no extra cost of lashing strap/cargo bar request.
- If you stack the products do not exceed the maximum height of 150 cm and pay attention to secure strapping of the products to the pallet. In case of stacking, minimal packaging is required ie. Bubble wrap or a thin foam layer around the printers to hold the pallet content together.
- Stacking an MFP (printer with scanner) is not allowed.
- In case of any question always contact the customer service team: printers@collectedbylexmark.com.

PRINTER PACKAGING - SFP VS MFP

Guideline for packaging of a tabletop sized Single Function (SFP) or Multi Function (MFP) Printer



SFP Printer Model

- **Place on a pallet**
- **Stackable to 150 cm with strapping**
- **Additional packaging is required if stacked**



SFP Printer Model

- **Place on a pallet**
- **NOT stackable**

PRINTER PACKAGING - PRINTERS ON CASTER BASE

Guideline for packaging of a printer with wheels



Printer Model with Caster base
(wheels) installed

- **Ask for special equipment**
- **Do NOT place on a pallet**

ANY QUESTIONS?

The screenshot shows the Lexmark website interface. At the top right, there is a language selection dropdown set to 'ENG'. Below this, a button reads 'DOWNLOAD THE ENGLISH USER GUIDE LCCP'. The main content area is titled 'THE FAQ HEADINGS' and features two columns of FAQ categories: 'LCCP FAQ - LEXMARK CARTRIDGES COLLECTION PROGRAMME' and 'LCCP FAQ - LEXMARK EQUIPMENT COLLECTION PROGRAMME'. On the left side, there is a vertical menu with options: 'COLLECTED BY LEXMARK PRINTER PROGRAMME', 'TO REGISTER', 'TO LOG IN', 'MY ACCOUNT', 'ASK FOR A PRINTER PICKUP', and 'MANAGING MULTI-SITES SECTION'. Below the FAQ headings, there are three FAQ questions with expandable arrows: 'WHAT IS THE LCCP PROGRAMME?', 'WHOM IS THE LCCP FOR?', and 'WHAT ARE THE CONDITIONS TO REGISTER TO THE...'. At the bottom left, there is a 'MY OPINION' section with a 'MY OPINION' button. A small feedback banner at the bottom right says: 'If you have any feedback about the Collected by Lexmark programme, please share it with us so that we can keep improving the platform.'

To help the user navigating through the platform, a **FAQ** has been implemented, as well as a **CONTACT** form option.

printers@collectedbylexmark.com is the dedicated customer support address.


The screenshot shows the 'CONTACT US' form. It starts with a question mark icon and the text 'Before contacting us, we invite you to check the FAQ.' Below this are three buttons: 'CHECK THE FAQ', 'DOWNLOAD THE ENGLISH USER GUIDE LCCP', and 'DOWNLOAD THE ENGLISH USER GUIDE LCCP'. A note states: 'If you cannot find the answer in the FAQ, you can contact us by selecting a subject from the list below. You can write your message in English, our team will reply in English.' Below the note is a dropdown menu labeled 'Subject : *' with a downward arrow.

BEGINNER GUIDE

The screenshot displays the Lexmark CBL Customer Service website. On the left is a dark navigation sidebar with the following sections:

- ADMIN**
 - My CARTRIDGE page
 - Dashboard
 - Order containers
 - Request a pickup
 - History
 - Cartridges programme guide
 - Return Programme Cartridges
- My PRINTER page**
 - Dashboard
 - TakeBack request
 - History
 - Printers beginner guide** (highlighted with a white box)
 - Printers programme guide
 - Evergreen
- My SPACE**
 - My profile
 - My sites
 - Reporting
- Collected by Lexmark**
 - About the programme
 - FAQ
 - Contact

The main content area on the right has an orange header and includes:

- MY PRINTER PAGE**
 - TAKEBACK (0)**
 - Check the printers list
 - [LAST TAKEBACK](#)
- CIRCULAR ECONOMY NEWS**
 - 

In the age of circular packaging

According to United Nations estimations, global e-waste reached 57.4 million tonnes in 2021 and is projected to surpass 74 million tonnes by 2030...

[Read more](#)

By clicking on the **Download the English user guide LECP** icon you will be able to download this comprehensive user guide containing detailed information for features of the LECP website.

However if you would like to gain quick knowledge on **order creation** and the **packaging and palletization of printers**, choose the orange Beginner guide option.

By clicking on the **Blog** option, you will be able to read several interesting articles on LECP program and it's effects and benefits.

HELP MESSAGES

MY PROFILE

 | To add a member's profile to the company, go to « My sites » then « My team » 

You can update your personal information below.

YOUR DETAILS

First name

Customer Service



Helps are orange colored information messages on the platform to make the user experience easier.

By default, help messages on the registration page and on the TakeBack process page are opened and visible. Helps messages on the other pages are closed by default and can be clicked on to be opened.

You can click on the question mark to close it, and you can reopen and close it as many times as you want.

RESOURCES SUMMARY

1/ Customer is already registered in our Database

a- You have any question concerning the site management (for ex, a need to modify an address). A FAQ is available online from the home page or any navigation page on the left inside.

Otherwise, your either use the contact form on site as we have a dedicated full time person (<https://www.collectedbylexmark.com/contact>)

or write an e-mail to: printers@collectedbylexmark.com

b- You have a logistic concern (ie the printer was not picked up on mentioned date):

You can also use the contact form and select delivery/ pick up concerns or write directly to our Kuehne Nagel support team: knlux.reverselogistics@kuehne-nagel.com