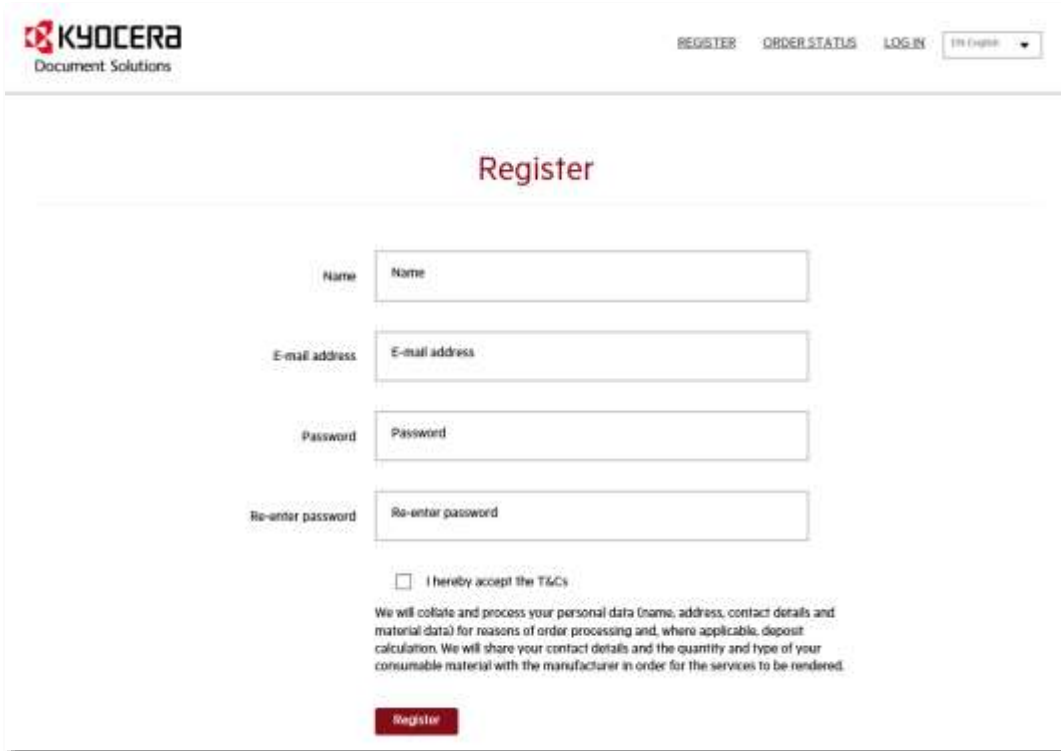How to use the Kyocera Takeback Website http://kyocera.takeback.eu

Registering

Visit the website and select <u>REGISTER</u> from the top right hand corner. If the site does not appear in English, use the drop down language selector in the top right hand corner.
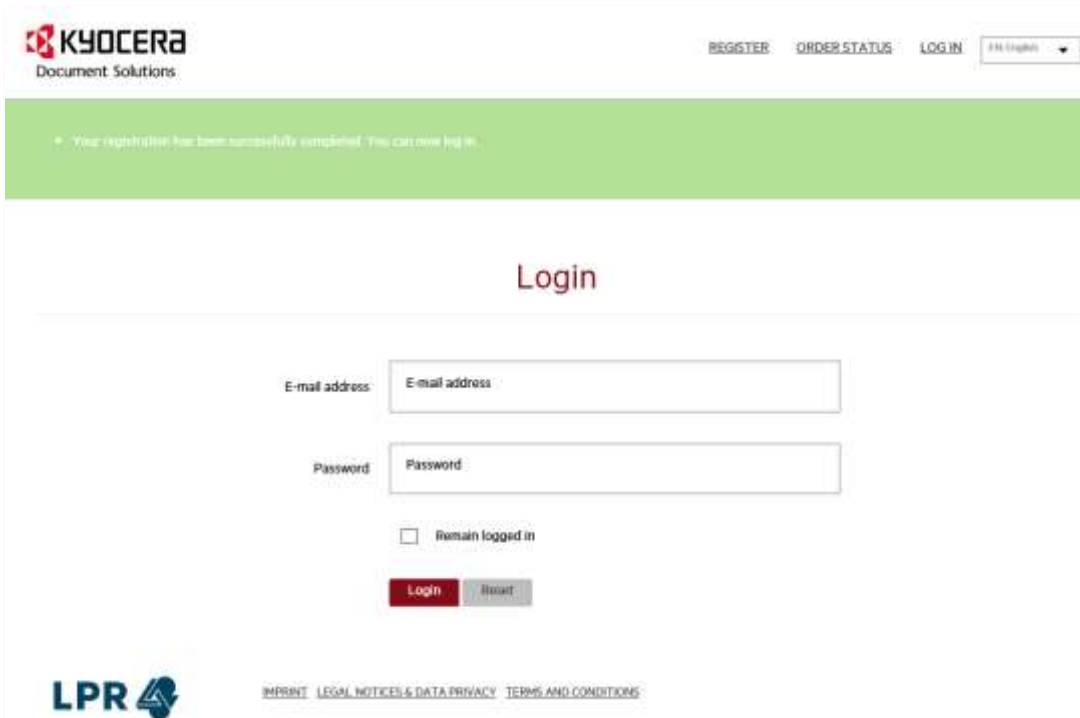

Enter your name, email address and your chosen password, tick to accept the Ts and Cs, then click "Register".

A confirmation email will be sent to the email address provided – open that and click on the link to activate.
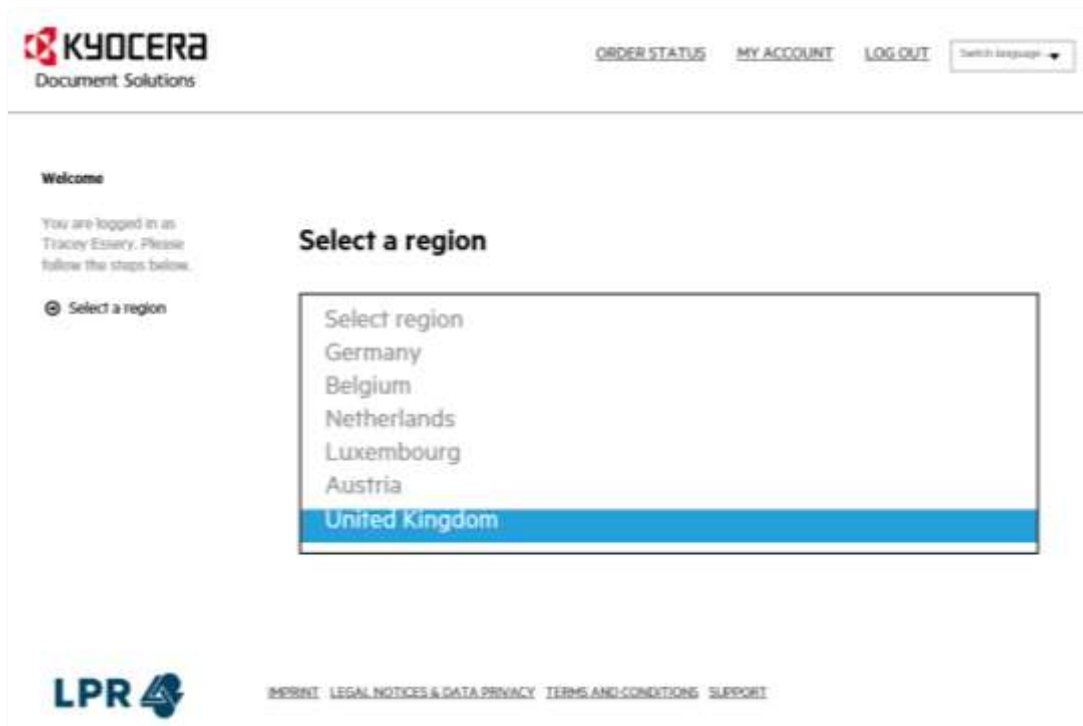
Clicking the activation page will take you to a page where you log in; you can select "remain logged in" to avoid having to log in each time you visit.
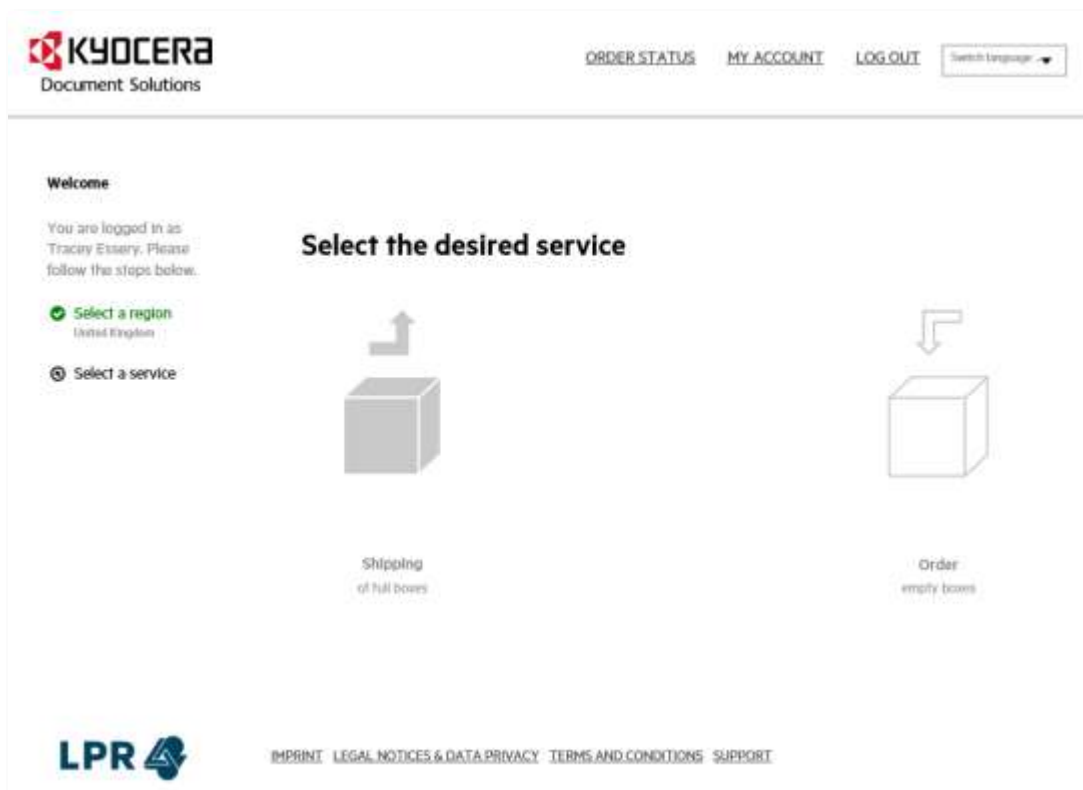
Ordering toner returns boxes

Once logged in, selection your country – United Kingdom – from the drop-down list.


Select "Order empty boxes" from this screen:

Choose the appropriate size of empty boxes; these are shipped flat-packed in quantities of 3 to reduce transport emissions. If you discard fewer than 15 toners per year, choose box "L", otherwise we recommend box "M". As long as you don't return it before it is full, the larger the box you use the lower the environmental impact of transport.

Use the drop down list to order a pack of 3 of your chosen box size and then click "next".
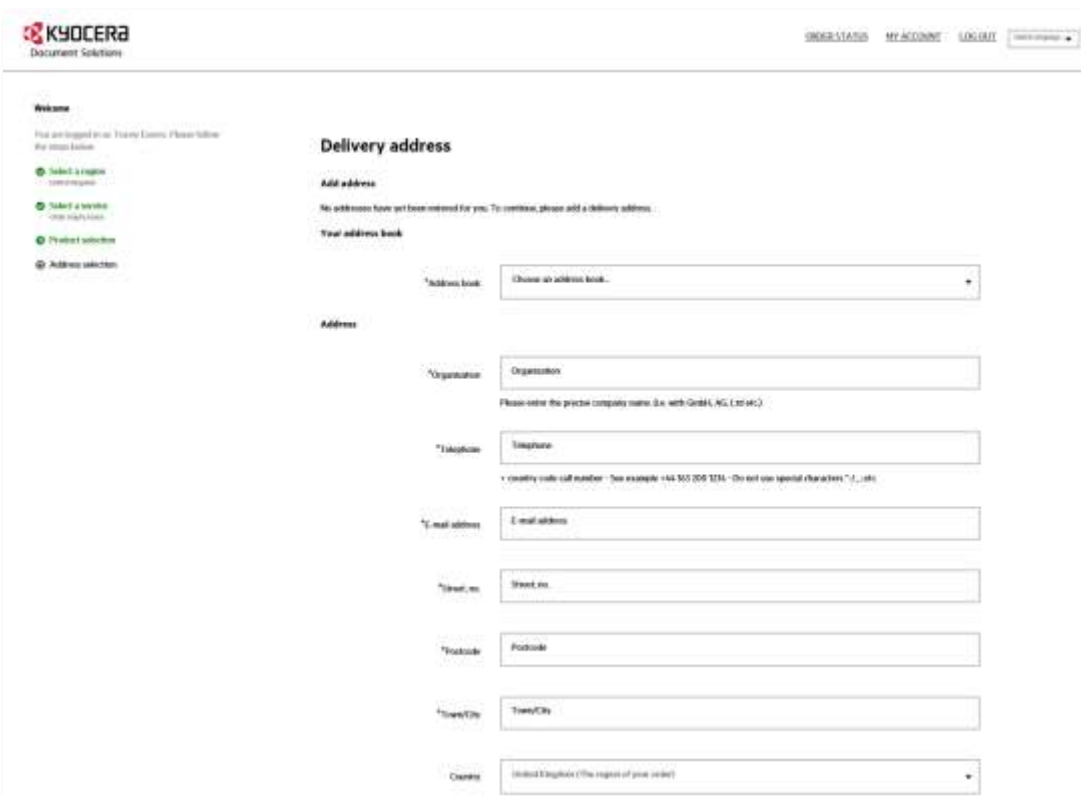
Enter your address details here. The fields with asterisks * are compulsory; you can ignore any other fields.

Please note that you must select "Personal address book" from the drop down list in the top box, and that the telephone number must be entered in exactly format shown.

In the bottom half of this page, the "Site Information" section contains some fields that are used by other countries but not UK. You only need to enter the contact at the site where the boxes are being delivered and some information that will help the delivery service – for example opening hours, where to find the entrance. (Don't be alarmed by boxes that mention cost centres and invoice addresses – in the UK this service is free.)

When you have finished, click "save".

The screen that follows confirms the delivery address you entered and gives you the opportunity to change or edit it. There is also an "add delivery address" button here but if you wish to set up multiple sites you can do this from your address book later. If you have already set up multiple delivery addresses, they will all appear on this page but only the one that applies for this particular order will be bounded with a red line - make sure the correct address for the current order is ticked as selected, and click "Next".

This will take you to an order confirmation screen:

If you are satisfied with the details of this order, click "place order".

You will see a screen confirming the details of your order and an order number. If you have finished, you can now close the web page. Alternatively, you can click the "new order" button to add an order for a different site.

Ordering collection

The collection process is identical to the process for ordering empty boxes, except that you select "Shipping of full boxes" from this screen:

You will then have the opportunity to choose the size of the box to be collected – "L" or "M" – and an address from your address book. When you have done this, you will see a screen that confirms your order and provides an order number:
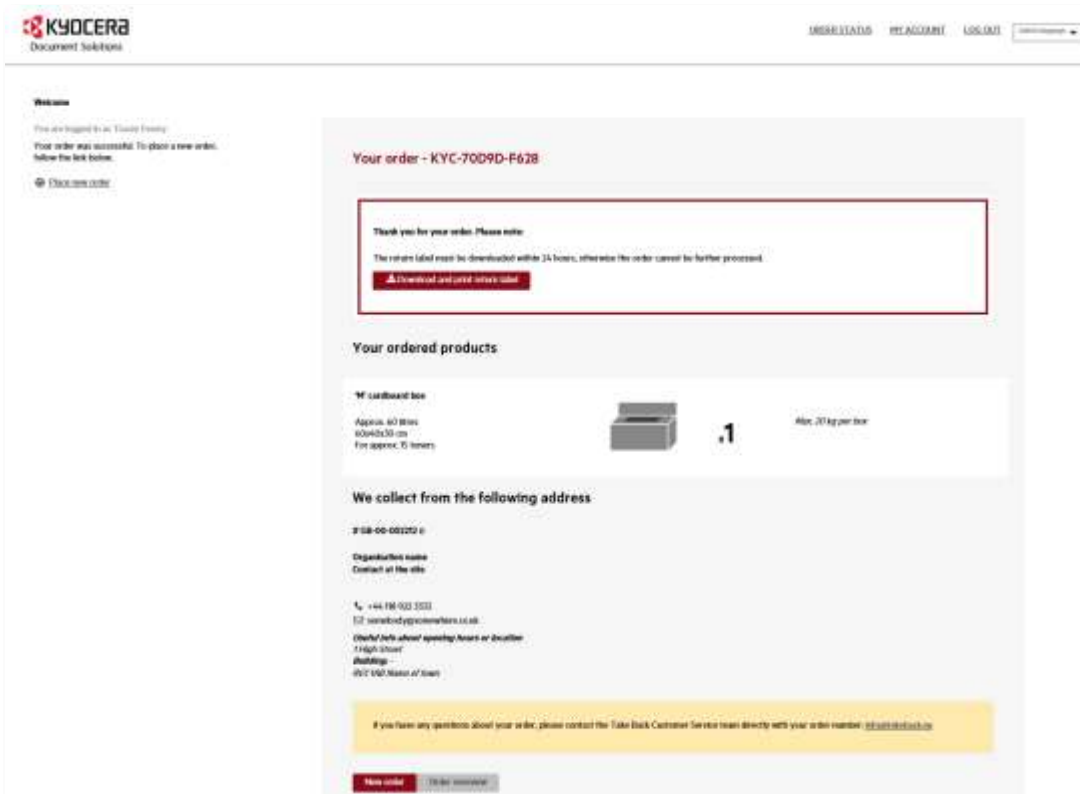
You need to click the button that says "Download and print return label". This will open an Adobe Acrobat window with a document that contains both the returns label with unique 3d barcode and instructions for use:

KYOCERA
Document Solutions

Label-collection boxes
'M' cardboard box

Return of consumables

The return of our consumables is naturally also part of our environmental product responsibility. We offer our customers a free return programme in order to guarantee correct disposal.
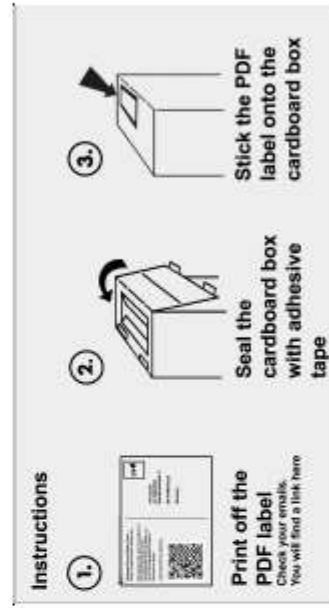
You can use the accompanying package labels to return empty toner cartridge boxes and waste toner bottles.

This service is free of charge.

Please be aware that this offer is valid for KYOCERA consumables only. In cases of improper use, we reserve the right to invoice you for the costs incurred.

KYC-70D9D-F628-CB-001

Instructions

① Print off the PDF label
Check your emails.
You will find a link here

② Seal the cardboard box with adhesive tape

③ Stick the PDF label onto the cardboard box

15 KG   1 OF 1

SHP#: E671 R4VD DQF
SHP WT: 15 KG
DATE: 06.JUN.2016

CONTACT AT THE SITE
441189213333
ORGANISATION NAME
1 HIGH STREET
NAME OF TOWN BG13A8
UNITED KINGDOM

SHIP TO:
LPR / TAKEBACK
49 2131 1226 0
LPR GMBH
HEERDTERBUSCHSTRAßE 2
41460 NEUSS NRW
GERMANY

DEU 415 9-00

UPS STANDARD

TRACKING #: 1Z E67 1F4 91 9724 7105   RS

BILLING: F/C RECEIVER E671F4
DESC: 'M' cardboard box
RETURN SERVICE - PAYMENT GUARANTEED

KYC-70D9D-F628-CB-001 - 'M' cardboard box - 60

Please note that the address label must be downloaded within 24 hours or the link will expire. If you don't download the label in time, simply return to the website and repeat the order process.

Checking order status

You can check the status of any order by selecting ORDER STATUS from the top right hand side of the page and entering the order number. To find a list of your current orders and their order numbers, select MY ORDERS from the list that appears when you move the mouse to MY ACCOUNT.

Managing your account

In the MY ACCOUNT area you have the opportunity to manage your address book and your orders. If you work for a company with multiple addresses, we recommend asking LPR to set up a company account, using the SUPPORT link that appears at the bottom of every page. This will enable one person to be set up as a Manager of the service and others to be set up as Staff, giving you an overview of all activity but allowing others to request empty boxes and collections as needed. Once this has been done, you will have access to the features under the MY COMPANIES link.

You can only set up addresses when an order is being created, but from here you can view all your addresses and edit their contact and information fields.

You can also change your password from this area of the site.

Getting help

If you forget your password, there is a "reset" button on the log-in page to enable you to set a new one.

The Kyocera Toner Take-back programme is managed by LPR on Kyocera's behalf and assistance should be sought from them in the first instance, using the SUPPORT link that appears at the bottom of every page.