

KYOCERA TONER TAKE-BACK SERVICE FAQ

Q – Can I still use the single toner returns service via FREEPOST?

A – Yes, this service continues to be the preferred solution for sites where toner consumption is low.

Q – Is there a charge for the bulk toner returns service?

A – No. The service is entirely free of charge. Please don't be alarmed by mention of an invoice address on the website; operation of the service is outsourced to a specialist company and their website has been designed to cater for the needs of multiple customers, some of whom charge for their service.

Q – I am having difficulty using the website, how can I get help?

A – Please click the "support" link at the bottom of the page and the website operator will respond to your query.

Q – I have forgotten my password. What should I do?

A – There is a reset button on the log-in page that enables you to reset your password.

Q – When my toner return box is full, how do I get it collected?

A – Collections are arranged on the same website where you ordered the empty box; simply select "Shipping of full boxes".

Q – Can I return a box that isn't full?

A – We recommend that you fill boxes completely before requesting collection; this way the environmental impacts of transport are minimised.

Q – Can I return waste toner bottles?

A – Yes, Kyocera waste toner bottles can be returned along with toner cassettes.

Q – How should empty toners be packed?

A – Empty toner containers should be sealed in a plastic bag to avoid toner leakage during storage and/or transit (you'll find one in the box your new toner came in, or you can use any plastic bag). Waste toner bottle should also be shipped inside a sealed plastic bag, either together with an empty toner cassette or separately.

Q – Can I return consumables from other manufacturers?

A – Please don't return non-Kyocera consumables using the Kyocera toner take-back service. We absorb the significant cost of consumables recovery and recycling as part of our commitment to responsible business. When you return consumables from other manufacturers' devices, or Kyocera compatible toners made by a third party, we incur additional costs that should rightly be the responsibility of other businesses. For this reason, spot checks are carried out to identify customers who are abusing this service and we reserve the right to refuse further collections from customers who send us non-Kyocera consumables.