

## Hewlett Packard (HP) 2100 Toner Cartridge

### **INSTRUCTIONS FOR RETURNING CARTRIDGES AND REPORTING PROBLEMS**

#### **Returning Used Cartridges:**

- **All** cartridges must be returned to the vendor (Enhanced Laser Products) at no expense to counties or the Texas Department of Transportation.
- Place the empty cartridge back in the original carton.
- Use the pre-attached United Parcel Service (UPS) Authorized Return Service (ARS) tag.
- Ship UPS.

#### **Returning/Reporting Defective Cartridges (No Damage to Printer):**

- Contact Ms. Karen Nance (Enhanced Laser Products) at (512) 791-2122 to report the problem.
- Print 2-3 sample pages for documentation purposes (e.g., smearing).
- Along with a brief description of the problem and a point of contact, place the defective cartridge and sample pages in the original carton (**do not use pre-attached ARS tag**).
- The vendor will issue/mail a 2<sup>nd</sup> ARS tag to return the cartridge.
- Ship UPS using 2<sup>nd</sup> ARS tag.

#### **Returning/Reporting Defective Cartridges (Damage to Printer):**

- Contact the RTS Help Desk to report the problem.
- If damage to the printer is caused by a defective cartridge, report the problem to Ms. Karen Nance (Enhanced Laser Products) at (512) 791-2122.
- For documentation purposes, report the problem to the VTR Customer Help Desk at (877) 933-2020.
- Along with a brief description of the problem and a point of contact, place the defective cartridge and a copy of the service invoice (Avnet) in the original carton (**do not use pre-attached ARS tag**).
- The vendor will issue/mail a 2<sup>nd</sup> ARS tag to return the cartridge.
- Ship UPS using 2<sup>nd</sup> ARS tag.

**Note:** The vendor will ship replacement cartridges directly to the county of origin.