Laser Cartridge Express

IMAGE IS EVERYTHING. LASERCARTRIDGEEXPRESS.COM

Trouble Shooting Process

In the event that a cartridge does not meet expectation, please try the following common troubleshooting measures:

Toner Cartridges (laserjet printers)

- Remove the cartridge
- Turn off the printer, leave off for 3-5 minutes, then turn it back on
- Put the cartridge back into the printer and restart the machine

For ink cartridges (inkjet printers):

- Remove cartridge from printer and unplug the printer
- Gently clean the copper contacts of the cartridge with an eraser or alcohol dampened cloth
- Reinsert cartridge, plug the printer back in and restart

Because cartridges vary between brands and models, the "one-size fits all" approach outlined above may not solve your particular issue. If so, the customer service hotline will be able to offer targeted troubleshooting. **We recommend gathering the following information prior to contacting a service representative: the printer make and model, cartridge number, the specific issue you are experiencing (fading, banding, etc.), as well as any applicable error codes or numbers that are appearing on the printer or software message.**

Remanufactured Cartridges:

- 1-877-925-3700

OEM (Original Equipment Manufacturer)/Brand Name Cartridges:

- **HP**: 1-800-334-5144
- **Lexmark**: 1-800-539-6275
- **Okidata**: 1-800-654-3282
- **Brother**: 1-800-284-4329
- **Dell**: 1-877-766-3355
- **Ricoh**: 1-800-882-4858
- **Panasonic**: 1-800-346-4768
- **Epson:** 1-800-533-3731
- **Samsung**: 1-877-873-7279
- **Sharp**: 1-800-237-4277

- **Xerox**: 1-800-275-9376

Laser Cartridge Express offers a three-point guarantee on all cartridges sold for one year from date of purchase. Therefore, if you have attempted the troubleshooting methods listed above, and your issue persists, LCE will replace the cartridge, repair the cartridge or refund your money. If such an event arises, please contact our office at 419-353-1227 to speak with a customer service representative who will gladly assist you. If you would please send a sample page demonstrating the issue you are experiencing to orders@LCEonline.com, it would better help us identify your issue. Please Note: You will be sent a return label (free of charge) to send back the defective cartridge). The RMA return label must be used to ensure proper processing of the return. If the return meets the conditions to be declared defective, then a credit memo will be issued.