

## Xerox Office Europe – Defective Consumables

### 1. WESTERN EUROPE (excludes Greece, Portugal and CEE)

- The End-customer calls directly the European Xerox OFFICE Welcome Support Centre (WSC) Helpdesk – see phone list – where trained technical support agents are authorized to determine when a CRC (Customer Replaceable Component) has a manufacturing defect.
- Before deciding that a replacement of a CRC is necessary, the agent must thoroughly investigate and troubleshoot the issue with the customer. A CRC is defective if:

Its performance is not as expected (i.e. it has not done as many copies as it should have and is now failing) and it has been installed less than 3 months previously (6 months for Germany).

- If the agent determines the CRC to be defective, Xerox will replace it directly to the End-customer, free of charge and regardless of the warranty cover remaining on the printer itself.
- The items that can be replaced through Technical Support (if confirmed to be defective) are listed in the latest price lists available for view on the Xerox Partner Extranet Web Site at <http://www.xerox.com/office/resellers>
- If a Technical Support Agent determines a consumable to be at the end of its life or mishandled the consumable will not be replaced. The End-customer will have to purchase a replacement from a Dealer or Reseller.

*NB: If a Distributor calls Xerox directly to obtain a replacement for a defective consumable they will be referred to their regular Xerox Office Sales Team. Xerox Technical Support Agents cannot replace consumables directly to any Distributor or Dealer.*

### 2. DUBLIN CALL CENTER TELEPHONE NUMBERS

- See below:

**Office Welcome Service & Support Telephone Numbers**

| <b>Country</b>        | <b>Opening Hours<br/>(Monday to Friday<br/>Except Bank Holiday)</b> | <b>Language</b>             | <b>Telephone Number</b>   |
|-----------------------|---|-----------------------------|---|
| <b>Austria</b>        | 0730 to 1700  | All                         | <b>01 207 9000</b>  |
| <b>Belgium</b>        | 0800 to 1800  | Flemish<br>French           | <b>02 713 14 53</b><br><b>02 713 14 52</b>                        |
| <b>Luxemburg</b>      | 0800 to 1800  | All                         | <b>480123</b>   |
| <b>Netherlands</b>    | 0730 to 1730  | All                         | <b>020 656 3620</b>   |
| <b>Ireland</b>        | 0800 to 1800  | All                         | <b>1890 925 050</b>   |
| <b>Switzerland</b>    | 0730 to 1730  | German<br>Italian<br>French | <b>043 299 9000</b><br><b>043 299 9002</b><br><b>043 299 9001</b> |
| <b>France</b>         | 0800 to 1800<br>Friday<br>0800 to 1700                              | All                         | <b>0825 012 013</b>   |
| <b>United Kingdom</b> | 0800 to 1800  | All                         | <b>0870 900 5501</b>  |
| <b>Denmark</b>        | 0800 to 1700<br>Friday<br>0800 to 1630                              | All                         | <b>70 10 72 88</b>  |
| <b>Finland</b>        | 0800 to 1700<br>Friday<br>0800 to 1630                              | All                         | <b>09 6937 9666</b>   |
| <b>Norway</b>         | 0800 to 1700<br>Friday<br>0800 to 1630                              | All                         | <b>815 00 308</b>   |
| <b>Sweden</b>         | 0800 to 1700<br>Friday<br>0800 to 1630                              | All                         | <b>0771 17 88 08</b>  |
| <b>Germany</b>        | 0730 to 1730<br>Friday<br>0730 to 1500                              | All                         | <b>0180 500 4392</b>  |
| <b>Italy</b>          | 0800 to 1700  |                             | <b>199 112 088</b>  |
| <b>Spain</b>          | 0800 to 1700  | All                         | <b>902 160 236</b>  |