**Faulty Toners**

**End user reports faulty toner to procurement:**

**procurement@leicspart.nhs.uk**

**Procurement Transactional Team to send user Lexmark “Returns Request Form” for completion**

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**Procurement Transactional Team to save returns forms in:**

S Drive 🡪 Transactional 🡪 Contracts 🡪 Lexmark 🡪 Supplies Returns Faulty Cartridge

**Procurement Transactional Team to scan in form and attach within the Lexmark portal:**

Orders🡪 Return supplies🡪 Attachments 🡪 Submit

**Lexmark to arrange and send out replacement toner**

**End user to complete and send back to** **procurement@leicspart.nhs.uk**