



1. What empty cartridges can I sell to you?

Our current price list shows all the empty cartridges we purchase, this is available on request. (Prices change monthly due to the market demand).

2. How do I send the empties to you?

We can arrange for the collection of the empty units free of charge (subject to the consignment meeting our minimum specification) or you can arrange for the delivery to us providing we agree on the delivery charges.

3. How do I need to pack the empties?

You are responsible for ensuring packaging is sufficient for the cartridges to arrive at our warehouse in good condition. We do not pay for broken cartridges. All pallets must be securely shrink wrapped. All packages must be clearly marked with our POR reference number.

4. Do you buy previously remanufactured cartridges?

We do purchase some previously remanufactured cartridges but requirements change regularly. Please discuss this with your account manager.

5. I don't meet your minimum requirements for collection, what do I do?

For inkjets we can provide you with freepost envelopes, these envelopes hold up to six empty inkjets and can be sent to us free of charge. An information sheet is available on request.

If you have a small amount of toner cartridges you can send them to us at your cost. As long as the value exceeds £20 we will issue payment but will not re-imburse the delivery cost. You will still need to request a reference number from us prior to shipping the goods.

6. What are your minimum requirements for a free collection?

Mainland UK–Boxes

A minimum of 15 units of commercial value* must be returned. We will usually request that quantities of 80+ toner cartridges are placed on pallets and securely wrapped.

Mainland UK–Pallets

Each pallet must contain at least 80 units of commercial value*.

International and Offshore UK

For toners we will only accept pallet quantities within Europe and 20ft or 40ft containers from suppliers outside of Europe.

For inkjets we collect globally and minimum quantities will be determined by geographic location and shipping cost.

**These are units that are listed on the current price list.*

7. How do I arrange a collection

You can telephone, fax or email, we will issue you with a collection reference that must be clearly marked on each parcel / pallet together with your company name. If you know what cartridges you are sending please provide a packing list which should be clearly placed on the parcels / pallets (discrepancies will not be investigated unless a list is provided).

8. What happens once you have collected my empties?

Within the timeframe agreed with your account manager you will receive a detailed statement which will act as a reconciliation against an invoice already issued or facilitate an invoice to K2 Supplies from you.

K2 Supplies

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K2 Supplies is a trading name of ERS Europe Ltd



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