

Your refund game plan

Below are a few simple steps to get your refund ball rolling.

We suggest putting this on your phone so you can show your local support contact on the spot, or email it over to them.

- **Tell your local support contact about your issue**

This is likely whoever un-jams things or replaces the toner. Use your friendly voice :)

- **Show them our handy [refund guide](#)**

It should be enough for them sort out your balance; but if not...

- **Copy them in on your reply to our ticket**

We'll then join forces to nip this in the bud.

Questions? We'll jump back in, if needed.

Kind regards,

The PaperCut Team