

ACC LaserJet Toner Ordering F.A.A.Q's

Frequently Asked and Anticipated Questions

1. How do I place an order for toner

*Answer: Follow the link at http://www.austincc.edu/infotech/ikon_order.html
And fill out the IKON Supplies order form.*

2. Do I still need a P.O. to order toner from IKON?

Answer: No P.O. is needed to order toner through IKON for your LaserJet printers. Just provide your ACC GL Account for tracking purposes, your account will not be charged at this time.

3. What shipping methods do you offer?

Answer: Standard Shipping is included at no charge. We guarantee a 2-3 business day delivery time.

4. Does IKON pay for shipping?

Answer: Yes, standard shipping is all inclusive.

5. What is the estimated delivery time for my order?

Answer: If you place your order before 12:00pm you will receive your order within the next 2 business days. If you place your order after 12:00pm you will receive your order in the next 3 business days.

6. How do I place an order for non-standard shipping?

Answer: Please call 512-381-8628 (Monday-Friday from 8-5) for all non-standard orders.

7. Who do I call if I don't receive my order on time?

Answer: Please call 512-381-8628 (Monday-Friday from 8-5) with your name, number and Equipment ID for machine or e-mail us at IKONPrintMgr@IKON.com.

8. Who do I call if I receive an incorrect toner?

Answer: Please call 512-381-8628 (Monday-Friday from 8-5) with your name, number and Equipment ID for machine or e-mail us at IKONPrintMgr@IKON.com.

9. Will I receive the same Grade/Quality toner with IKON?

Answer: IKON guarantees to supply you with the same grade/quality you are used to at no charge.

10. How can I track my order?

Answer: IKON tracks all toner orders for you. If you have any questions regarding your order please feel free to call us at 512-381-8628 or e-mail us at IKONPrintMgr@IKON.com.

11. When can I expect confirmation?

Answer: Once you place your order online you will receive an e-mail confirmation with your estimated delivery time. All orders placed over the phone will be confirmed by e-mail once your order is processed.

12. Why did I receive remanufactured toner?

Answer: Our replacement toner cartridges are high-quality, deliver reliable performance and crisp, clean results with every print. Each cartridge is put through an uncompromising remanufacturing process, resulting in document output with text and graphics equal to or greater than those of the original manufacturer supplies.

13. What do I do with my used toner cartridge from IKON?

Answer: Please route to the service center warehouse for recycling.

Still have questions? Feel free to [Contact Us](#) and we will get back with you within 24 hours, or call 512-381-8628 between the hours of 8 a.m. to 5p.m. Monday through Friday.

* In addition IKON will be taking meter readings for all non-networked Laser Printers once a quarter. Communication will be sent in advance via your Campus Manager. Thank You.