

Complete an On-line Order

1 Go to www.ricoh.co.nz/support and click on **Consumable Orders** or **Service Calls** icon.

2 Key in the following:

1. Last 4 digits of the Machines Serial Number
2. Pin Number

and click on the Submit button.

Note

This information can be found on the Red sticker on your Ricoh machine.

3 Click on one of the following:

1. Consumable Orders
2. Service Calls
3. Service and Consumables

4 Key in the required information on the Request page and click **Submit**

Note

After your information has been submitted, an order confirmation email with a Ricoh reference number will be sent to the email address specified in the Contact Details section of the request page.

For Consumable Orders

Once the order has been processed, an order despatch email with a courier tracking number and the original reference number will be sent to the email address specified in the Contact Details section of the request page.

For Service Calls

A Ricoh helpdesk representative will contact the person whose name is specified on the request page to ascertain if the problem can be solved telephonically or if a Technician is required on site.

Please contact **Ricoh Contact Centre on 0800 80 76 76** for further assistance.