

How to create a Consumable or Support Request



Visit the **Support Assistant App** on your Xerox Device

Email support@dnslimited.co.uk and confirm Serial Number and required toner

Want to check that your consumables are on the way?

Visit the **Track & Trace App**



www.xerox.co.uk/en-gb/track-and-trace
Please ensure you have your Machine Serial number & Postal Code to hand (order number is not necessary)

Email support@dnslimited.co.uk or phone **0845 034 0895** and press **OPTION 1**

Want to check an engineer request?

Email support@dnslimited.co.uk



For Consumable Orders

Visit:

<https://accountmanagement.services.xerox.com/>



Order Confirmed on Email

Want to check delivery status of confirmed order?

Visit the Track & Trace App



www.xerox.co.uk/en-gb/track-and-trace

Please ensure you have your Machine Serial number & Postal Code to hand (order number is not necessary)

To Request Technical Support

Please call: **0370 900 5501** and confirm Serial Number and issue

No response from Xerox Scheduling Team within 2 hours? Let us escalate it for you.

Email: support@dnslimited.co.uk

Phone: **0845 034 0895**

