

PRINT SMART



Customer Care and Technical Support



Need Help?

The Elite Image Customer Care and Technical Support services team is available to assist any problem by providing a range of support from trouble shooting tips to providing replacement cartridges. If requested, an Elite Image representative can offer basic information about the product such as: cross compatibility, product specifications, page yield, ink content and shelf life information. Technicians will also troubleshoot any laser and ink jet problems or errors.

The Elite Image Customer Care program offers coast to coast coverage to ensure your issue is solved. If the problem cannot be identified over the phone the team will investigate further by:

- Receiving cartridge from Customer and test with Quality Assurance
- Analyze test results to establish cause
- Identify, implement and communicate solution to Customer

If a problem is identified please have the machine information and situation details available. The Elite Image technology platform monitors calls 24/7 in real time.

Elite Image Tech Support line: 1-866-349-1899
Eliteimagesupplies.com