

# CanadaSchoolRecycling.ca

## Frequently Asked Questions

### **Q: Who provides the recycling services for this particular program?**

*A: Clover Environmental Solutions (CES) in partnership with Staples Canada has created this school ink and toner recycling program. Clover is the world's largest collector and recycler of cell phones, inkjet and laser cartridges. Clover provides total environmental solutions including the recycling and remanufacturing of consumable imaging supplies.*

### **Q: Is there a fee for customers to participate? Do I get charged for shipping the cartridges?**

*A: No, participation in the program is free. You do not get charged for the UPS pre-paid shipping labels you print or the collection bin you order from the website.*

### **Q: What types of ink and toner cartridges can I return?**

*A: We accept all brands of empty printer cartridges including original HP, Brother, and Lexmark, as well as used cartridges from other manufacturers. We do not accept toner tubes and bottles that look like this:*



### **Q: How do I return the empty ink and toner cartridges?**

*A: Follow these three easy steps:*

- 1. Order a recycling bin(s) from the website**
  - a. Display the bin prominently in your school.*
- 2. Collect empty cartridges**
  - a. Encourage students, teachers, parents and community leaders to place their empty cartridges in the recycling bin.*
- 3. Download a prepaid shipping label**
  - a. When the bin is full, place the empty cartridges in a sturdy box*
  - b. Logon to the website and click the link to download a free shipping label*
  - c. Tape the label to the box and give it to your UPS driver, or take to a UPS drop-off location*

### **Q: Can I return ink and toner cartridges in one box?**

*A: Yes. Your label will indicate that it is for ink cartridges, but you can include empty toner cartridges, too. Please package the items carefully.*

### **Q: Where are the empty cartridges sent?**

*A: The empty cartridges are sent to a certified collections center where they are either remanufactured or recycled to their raw material state and repurposed.*

### **Q: Can I receive any reporting on the number of ink and toner cartridges I return?**

*A: Yes, you can monitor the number of items returned by viewing the "Track Activity" section of the website. You have the ability to track the number of cartridges you are helping to divert from landfills and can choose a specific timeframe for the report. Data is available for 18 months. You should allow 6-8 weeks for processing of the items returned.*

### **Q: Can I receive detailed reporting including the environmental details on the items I've returned?**

*A: Yes, you can view the “Account Summary” report on the “Track Activity” section of the website. This report includes environmental details on the returned items including: total weight of cartridges returned and the amounts of cartridge plastic, nylon, aluminum, steel, and copper. This summary report is only available on a quarterly and annual basis.*

**Q: Can I order more than one bin –**

*A: Yes you may order up to 5 bins per school.*