



## Frequently Asked Questions and Helpful Tips

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### **1. Do we need to include the phone's *Sim Card*?**

No. You should remove and discard it as it may contain your address book. It is not used or recycled in any way.

### **2. Do we leave the *Memory Card* in the phone?**

Leave the memory card in the phone, especially if it's needed for the phone to work.

### **3. What do I do with *Chargers / Car Chargers/ Accessories/ Manuals*?**

Do not include chargers, car chargers, accessories, manuals, etc. in shipments to the recycler. These items are not recycled.

### **4. Will I need to make sure to delete the *Phone Memory*?**

It is recommended that everything be deleted from the phone's memory. However, part of the recycling process is reformatting the phone, which erases everything that has been downloaded or entered into the phone. Things like pictures, address info, games and MP3s will be deleted by the recycler.

### **5. Is there any value for *broken phones*?**

Yes - broken phones are recycled for parts or precious metals - nothing winds up in a landfill.

### **6. Do the phones we collect need to be the *newest models*?**

Older phones are recycled, but reformatted to remove personal information and programmed exclusively for use as emergency phones. They are donated to organizations that work with abuse shelters, senior groups and law enforcement.

## Helpful Tips

- Locate a sturdy box that will hold your items.
- Pack ink cartridges separately from phones.
- Follow minimum guidelines: 8 cell phones, 8 laser cartridges or 18 ink jet cartridges.
- Fill the box and tape securely.
- Apply UPS shipping label. Do not use more than one label per box.
- Do not pack boxes so that they weigh more than 40 pounds.
- Drop off boxes at an authorized UPS location. To locate your nearest UPS center, call 800.PICKUPS.
- DO NOT call UPS for a pick-up - UPS will charge a non-refundable \$10 fee for this service.

**Please note:** Epson inkjet and laser cartridges; Brother inkjet cartridges, and remanufactured cartridges are not recyclable and should not be included with shipments.



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