



# HP Hardware Recycling Program



## DROP OFF LOCATIONS:

Based on your location, select a button below for more information:

### ONTARIO

HP recommends its partner, [Reverse Logistics Group Americas, Inc. \(RLGA\)](#), offering many convenient drop off locations in Ontario, providing free recycling for all brands of eligible electronics equipment.

### OTHER PROVINCES

For all other Canadian provinces, HP recommends checking the [Electronic Products Recycling Association \(EPRA\)](#) website to identify electronics stewardship programs across Canada.

## MAIL BACK PROGRAM :

HP also offers our consumer customers a free recycling service for any brand of computer electronics equipment, for up to five items per household. This service allows customers to recycle their old unwanted equipment with HP at their convenience.

Customers are responsible for shipping their products to our return locations. Following are the steps to recycle with HP:

1. Read the [service agreement](#). By shipping to HP Recycling, you agree to the terms and conditions in the service agreement.
2. Package your hardware - please see [packaging suggestions](#)
3. Print the selected [address label](#), affix to your package(s)
4. Ship package(s) using the carrier of your choice, and in accordance with the service agreement

## Recycling Service Agreement

HP Computer Hardware Recycling

TO COMPLETE THIS TRANSACTION, PLEASE READ THE FOLLOWING HP COMPUTER HARDWARE RECYCLING SERVICE AGREEMENT FOR THE U.S. AND CANADA ("AGREEMENT"). BY OFFERING COMPUTER HARDWARE FOR SHIPPING TO HP FOR RECYCLING, YOU, AND THE ENTITY THAT YOU REPRESENT IF YOU ARE REQUESTING SERVICES ON BEHALF OF AN ENTITY, (collectively, "CUSTOMER") ARE INDICATING THAT YOU HAVE READ, UNDERSTAND, AND AGREE TO BE BOUND BY THE AGREEMENT'S TERMS AND CONDITIONS.

### SCOPE OF AGREEMENT

Under the Agreement, HP provides a service under which a third-party contractor to HP ("Service Provider") agrees to recycle at the third party's facility ("Recycling Facility") or reuse Customer's unwanted computer hardware (the "Service") that is specifically identified in and meets the specifications set forth in Table 1 ("Acceptable Computer Hardware"). After Customer's Acceptable Computer Hardware is inspected and accepted at a Recycling Facility in accordance with the provisions under "Acceptance" below, Customer's Acceptable Computer Hardware will be recycled or reused in accordance with this Agreement.

### CUSTOMER RESPONSIBILITIES

#### General

Customer is the generator of all Acceptable Computer Hardware. At all times prior to acceptance by the Service Provider at the Recycling Facility in accordance with the provisions under "Acceptance" below, Customer is responsible for properly managing Acceptable Computer

## Hardware.

Customer is responsible for ensuring that Customer's Acceptable Computer Hardware is shipped to the appropriate Recycling Facility designated by HP. Under no circumstances is Customer authorized hereunder to ship any unwanted computer hardware to any other location.

Customer also is the generator of and responsible at all times for Customer's computer hardware, including but not limited to data security, that is not accepted by the Service Provider in accordance with the provisions under "Acceptance" below.

### Quantity

Customer shall ensure that each shipment to a Recycling Facility pursuant to this Agreement contains not more than FIVE (5) items of Acceptable Computer Hardware listed in Table 1. Note that one keyboard, mouse, small set of audio speakers and/or remote control accompanying a computer or other device does not count towards the five item limit. Some carriers selected by Customer may have more restrictive quantity limits—the Customer is responsible for identifying and complying with such limits.

### Acceptable Computer Hardware

Customer shall ensure that each shipment to a Recycling Facility pursuant to this Agreement contains only Acceptable Computer Hardware, as described in Table 1 below.

Table 1. Acceptable Computer Hardware

Acceptable Computer Hardware	Notes and Limitations
All-in-ones / multi-function devices using ink / laser cartridges (inkjet, LaserJet or similar)	Customer to ensure that items are not leaking / spilling toner or ink.
Personal computers (CPUs, notebooks, UNIX workstations, or similar, and their associated keyboard, mouse, remote-control and audio speakers)	Customer to ensure that battery-operated items are powered-off.
Fax machines	Customer to ensure that items are not leaking / spilling toner or ink.
Handhelds (PDAs, calculators, cameras, digital music players)	Customer to ensure that battery-operated items are powered-off.
Ink cartridge printers (inkjet, DeskJet, dot matrix, or similar)	Customer to ensure that items are not leaking ink.
Laser cartridge printers (dry toner and dry developer type, such as LaserJet or similar)	Customer to ensure that items are not spilling toner.
Monitors (LCD or CRT-type)	Customer to ensure that monitors are intact [for CRT-type monitors, the CRTs must remain inside the monitor and must be unbroken (i.e., the vacuum must not have been released)], and do not have broken glass.
Network equipment, small (hubs, routers, similar)	
Digital projectors, and associated remote controls	
Scanners	

### Unacceptable Items

Notwithstanding anything herein to the contrary, the following items are UNACCEPTABLE and SHALL NOT BE INCLUDED IN SHIPMENTS TO ANY RECYCLING FACILITY under this Agreement:

- Loose batteries (see [www.hp.com/recycle](http://www.hp.com/recycle) for more information about rechargeable battery recycling)
- Loose lamps

- Loose mercury relays
- Loose print cartridges (For HP cartridge recycling, see [www.hp.com/recycle](http://www.hp.com/recycle).)
- Chemicals of any type
- Any broken CRT glass
- Any shipment designated as hazardous waste (e.g. shipped using a Uniform Hazardous Waste Manifest in the U.S.)
- Any items that are contaminated or suspected of being contaminated with chemicals, biological agents or other substances that are not integral to the original new equipment or otherwise associated with normal office or household environments
- Any products, items, or materials other than those specifically listed in Table 1 Deletion of Confidential Data

Customer is responsible for the deletion of all confidential data that may be contained within Acceptable Computer Hardware. Customer acknowledges that neither HP nor any Service Provider will in any way be responsible for confidential data that is not removed from Acceptable Computer Hardware.

#### Packaging and Shipping

Customer is responsible for properly packaging and labeling Acceptable Computer Hardware in accordance with all applicable legal requirements. HP offers suggestions for packaging to assist Customer in ensuring that Customer's packages arrive safely at the Recycling Facility with Acceptable Computer Hardware intact—see "Packing Suggestions" on the [hp.com/recycle](http://hp.com/recycle) U.S. or Canada recycling website—but Customer remains responsible for all packaging and labeling obligations. After packaging, Customer must arrange to ship Acceptable Computer Hardware to one of the Recycling Facilities designated by HP.

When shipping Acceptable Computer Hardware to a Recycling Facility pursuant to this Agreement, Customers may use only a SURFACE MODE of transport, and must not ship by air. In addition, Customer is responsible for complying with any packaging, labeling, or other requirements or restrictions imposed by the carrier or transporter with whom Customer arranges shipping to the Recycling Facility. Customers whose Acceptable Computer Hardware is located in Canada may ship only to a Recycling Facility located in Canada. Customers whose Acceptable Computer Hardware is located in the United States may ship only to a Recycling Facility located in the United States.

#### ACCEPTANCE

Upon delivery of each shipment of Customer's unwanted computer hardware to the Recycling Facility, Service Provider shall have a period of ten (10) business days from the date of delivery to inspect such unwanted computer hardware to determine whether it constitutes Acceptable Computer Hardware and will be accepted by Service Provider. If Service Provider rejects all or any portion of Customer's unwanted computer hardware, because it is not Acceptable Computer Hardware, Service Provider may return Customer's shipment to Customer, unless such return is not permitted under applicable law. If return of Customer's shipment to Customer is not permitted, Customer will be notified and will be responsible for all costs and expenses incurred by HP or Service Provider in connection with the management and/or disposal or ultimate disposition of Customer's rejected shipment. For purposes of this provision, a "business day" means a day other than a Saturday or Sunday on which banks in the jurisdiction in which the Recycling Facility is located are open for general business.

#### LIMITED WARRANTY

HP warrants that it will enter into contracts with Service Providers that require the Service Providers to perform Services using reasonable care and skill.

THIS WARRANTY IS CUSTOMER'S EXCLUSIVE WARRANTY AND REPLACES ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

#### LIMITATION OF LIABILITY

HP'S AGGREGATE LIABILITY TO CUSTOMER FOR ANY REASON AND UPON ALL CLAIMS AND CAUSES OF ACTION HEREUNDER ARISING WITH RESPECT TO ANY SHIPMENT OF ACCEPTABLE COMPUTER HARDWARE SHALL BE LIMITED TO THE FEES AND EXPENSES ACTUALLY PAID BY THE CUSTOMER TO THE CARRIER OR TRANSPORTER WITH WHOM CUSTOMER ARRANGED TRANSPORT OF THE SHIPMENT TO THE RECYCLING FACILITY.

THIS LIMITATION APPLIES TO ALL CAUSES OF ACTION OR CLAIMS INCLUDING WITHOUT LIMITATION BREACH OF CONTRACT, BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER TORTS. IN NO EVENT WILL HP BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INDIRECT, INCIDENTAL OR PUNITIVE DAMAGES, INCLUDING WITHOUT LIMITATION LOSS OF DATA, LOSS OF PROFITS OR LOSS OF SAVINGS OR REVENUE, EVEN IF HP HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

#### GENERAL

Nothing in this Agreement affects any statutory rights of consumers that cannot be waived or limited by contract.

HP does not represent that Customer is eligible for a charitable tax deduction as a result of this Service.

Neither Customer nor HP will bring a legal action, under this Agreement, more than two years after the cause of action arose unless a longer period for legal actions is required by applicable local law and a contractual waiver or limitation of such longer period is not permitted by applicable local law.

Neither party will be liable for its failure to fulfill any obligation hereunder due to causes beyond its reasonable control.

Customer may not assign, or otherwise transfer, this Agreement or any rights under it without HP's prior written consent. Any attempt to do so is void.

In the event that any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement remain in full force and effect.

This Service and this Agreement are offered only in the United States and Canada

U.S. Customers: This Agreement is made under and will be construed in accordance with the law of the State of California without giving effect to its choice of law rules.

Canada Customers: This Agreement is made under and will be construed in accordance with the law of the Province of Ontario without giving effect to its choice of law rules.

This Agreement is the complete and only agreement regarding Customer's purchase of the Service for Acceptable Computer Hardware.

## Shipping direct to HP

You may find the suggestions below helpful to ensure that your Acceptable Computer Hardware arrives safely and intact at the HP designated recycling facility when using the HP Computer Hardware Recycling Service for the U.S. and Canada. These suggestions address ground shipping only, and do not take the place of any regulatory requirements that may apply.

Note: instructions provided address ground shipping only, if using HP for shipping, other instructions will be provided.

### Step 1: select and prepare your box(es)

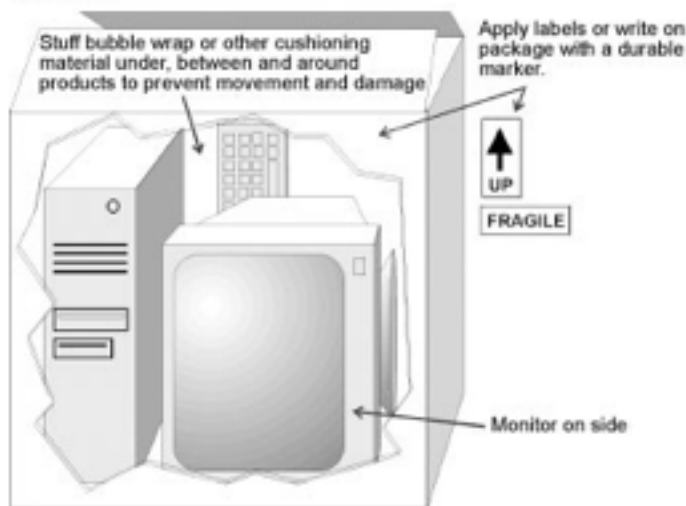
Select boxes that are sturdy enough to hold and protect the Computer Hardware that you wish to ship. You are not required to use new boxes, the important thing is that the boxes you choose are in good condition and are adequately sturdy (no holes, tears, or signs of water damage or crushing). If you do not have an appropriate box, a packaging material retail center or packaging service center in your area should be able to assist you in identifying and supplying a suitable box.

Reminder: Some carriers restrict the size and weight of the completed package. A typical maximum size for each box is approximately 60 cm x 60 cm x 60 cm and the maximum weight total weight for each box is 68 kg.

Tape all seams on the bottom of the box shut with generous amounts of durable, wide (approximately 2-inch or greater) packaging tape. If you are using an old box, ensure that it is clean enough to allow tape to adhere.

### Step 2: pack your computer hardware in the box(es)

**Figure 1:**



Ensure that any hardware containing batteries is powered-off, and packed so as to remain off.

Place computer hardware in the box(es), surrounding them with generous amounts of cushioning material (such as bubble wrap, foam, etc.) on all sides. If you are shipping a monitor, place it on its side as shown in Figure 1, with cushioning materials between the glass and the box. If you are shipping other computer hardware in the same box as a monitor, place them around the monitor as shown in Figure 1.

### Step 3: close and label your box(es)

Tape each box closed, cover all seams with generous amounts of durable, wide (approximately 2-inch or greater) packaging tape. Write "FRAGILE" and draw an "up arrow" on each box with a durable marker as shown in Figure 1. Individual provinces may have additional management, including labeling, requirements.

# Shipment Label / HP Recycling

For questions to [recycling.quora@hp.com](mailto:recycling.quora@hp.com)

Ship to: HP Recycling Services  
7510 Bren Road  
Mississauga, ON L4T 4H1



**Sec: U156**

Shipper Name:	
Shipper Address 1	
Shipper Address 2	
City, State, Zip	
Shipper Contact	
Shipper Phone	
Shipper Email	

Shipping Date:  
Carrier: Customer  
Shipment Reference Number: U156

**NOTE: Do NOT ship contaminated equipment or hazardous waste  
(e.g. scrap liquids, powders, compressed gases, etc.)**

Recycling Label - Please place one label on each package shipped