Green Impressions
Frequently Asked Questions

Q: Who provides the recycling services for the program?
A: Ricoh has partnered with Clover Environmental Solutions (CES) to create our ink and toner recycling rewards 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 collections boxes with pre-paid shipping labels you order from the website. Clover pays freight for pallet pickups as well.

Q: What types of ink and toner cartridges can I return?
A: GreenImpressionsRecycling accepts all non-Ricoh brands of empty printer cartridges including original HP, Brother, and Lexmark, as well as used cartridges from other manufacturers. If you have empty Ricoh cartridges, click <u>here</u> and you will be redirected to Ricoh's recycling site.

Q: How would I set up my account if I have multiple locations?
A: It depends whether you will have centralized responsibility for ordering recycling supplies, or if each location will be responsible for ordering their own supplies. Regardless of which you choose, start by creating your main account on the website.

If you will have centralized responsibility, login to your account and go to the locations tab. Click the "You add them" button and add each location.

If each location will be responsible for ordering the own supplies, login to your account and go to the locations tab. Click the "They add themselves" button. Enter the first name and email address of the person responsible for recycling at a locations. Upon receipt of the email, the location will be able to link their location to the main account and order their own supplies. Repeat for each location you want to add.

Q: How do I return the empty ink and toner cartridges or small electronics?
A: There are three options on how you can return items:
1. ***Use your own box & print a free pre-paid shipping label.***
   a. *Simply download a pre-paid shipping label from the website. Shipments should contain a minimum of 6-8 ink cartridges and/or 4 toner cartridges per label (NOTE: Please wrap the cartridges to protect them during shipping.).*

2. ***Order collection boxes from the website.***
   a. *Each box comes with a pre-paid shipping label attached. Boxes can be shipped to any location in the 48 contiguous states (The Program is not available in HI, AK, PR or VI, therefore we are unable to ship to those locations). (NOTE: Please wrap the cartridges to protect them during shipping.)*

3. ***Submit a pallet pick-up request on the website.***
   a. *Members with 100+ toner cartridges to return at one time can schedule a pallet pick-up. Clover will provide all necessary documentation for the shipment. Please see the steps below for how to schedule a pallet pick up.*

Q: What steps should I take to order collection boxes or print a pre-paid shipping label from the website?
A: Follow the steps below.
1. *Click "Order Recycling Supplies" button or choose it from the "My Account" drop-down menu.*

2. *Select the number of items needed and click "Add to Cart" for each of the collection boxes or shipping labels you need to order.*

3. *Choose the Shipping Location from the drop-down menu.*

4. *Click the "Order" button.*

5. *If you ordered pre-paid shipping labels, click the link(s) on the Order Confirmation page to either print the shipping label(s) or have the label(s) sent to you via email.*

You will receive an Order Confirmation email and the collection boxes will arrive at their location within 7-10 days.

Q: What steps should I take to submit a pallet pickup request if I have 100+ toner cartridges to return at my office location?
A: Follow the steps below.
1. *Click "Pallet Pickup" button or choose it from the "My Account" drop-down menu.*

2. *Choose the Ship To location from the drop-down menu. You can change the Contact Name or Email address, if needed, to the specific associate who will handle the pallet pickup in your shipping department.*

3. *Fill out the form including the date and time you'd like to schedule the pallet pickup as well as any additional instructions that may be needed.*

4. *Click the "Send" button.*

You will receive an email confirming the pickup. A member of Clover's logistics team will contact you within two business days to confirm the pallet pickup time and email you the bill of lading and pallet tags to affix to each side of the pallet.

Q: How do I ship the package(s) via UPS?
A: There are two options:
1. *Leave the box with the pre-paid shipping label wherever your office's regular UPS pick-up area is located or give directly to your UPS driver. **OR***

2. *Find a generic UPS drop-off location in your local area and bring the pre-paid box to that off-site location.*

Q: Can I return ink and toner cartridges in one box?
A: No, the empty ink cartridges need to be returned in a separate box from the empty toner cartridges.

Q: How do I pack the boxes?
A: The empty cartridges should be wrapped in newspaper or bubble wrap to separate and protect them in the box. The best option is to put the empty cartridge back in the original box.

Q: How many ink cartridges should be returned in one box? How many toner cartridges should be returned in one box? How many small electronics items should be returned in one box?
*A: If you are **using your own box** and returning the items **using a pre-paid shipping label**:*
- *Approximately 6-8 empty ink cartridges should be returned per box.*

- *Approximately 4 empty toner cartridges should be returned per box.*
- *Approximately 6-8 small electronics items should be returned per box.*

*If you are returning **one of the collections boxes you ordered** from the website:*
- *Approximately 35-50 empty ink cartridges should be returned per box.*
- *Approximately 8-10 empty toner cartridges should be returned per box.*
- *Approximately 25 small electronics items should be returned per box.*

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 activity on your account and can choose a specific timeframe for the report. Data is current up to 2 business days and 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.