



Rechargeable Battery & Cell Phone RECYCLING GUIDELINES: U.S. & Canada

- **Who is Call2Recycle®?**

Call2Recycle is the only free rechargeable battery and cell phone collection program in North America. Since 1994, Call2Recycle has diverted over 50 million pounds of rechargeable batteries from local landfills and established a network of 30,000 recycling drop-off locations. Advancing green business practices and environmental sustainability, Call2Recycle is the most active voice promoting eco-safe reclamation and recycling of rechargeable batteries and cell phones. Call2Recycle is operated by the non-profit Rechargeable Battery Recycling Corporation (RBRC).

- **What rechargeable batteries are included in the recycling program?**

Small, dry cell rechargeable batteries eligible for collection and recycling are:

- Nickel Cadmium (Ni-Cd)
- Nickel Metal Hydride (Ni-MH)
- Nickel Zinc (Ni-Zn)
- Lithium Ion (Li-ion)
- Small Sealed Lead (Pb)*

*weighing less than 11 lbs/5 kg each.

Rechargeable batteries can be commonly found in cordless power tools, cellular and cordless phones, laptop computers, camcorders, two-way radios and digital cameras. All types of cell phones are accepted - any size, make, model, digital or analog, with or without battery or charger. We do not recycle household cordless phones, mobile installed or bag phones, two-way radios, or pagers.

Call2Recycle does not accept the following types of batteries:

- Alkaline, Lithium, and other Non-Rechargeable Batteries
- Wet Cell
- Small Sealed Lead Acid weighing more than 11 lbs/5 kg each

- **What does the program cost?**

There is no cost to participate in the Call2Recycle program. Call2Recycle's recycling kit is free and it provides for safe, efficient rechargeable battery and cell phone collection. The kit includes collection boxes and plastic bags in which to place individual rechargeable battery, or cell phone with battery, into a separate bag to ensure safe storage and shipping.

- **How does the program work?**

- (1) Register online at www.call2recycle.org or call 1-877-723-1297
- (2) Receive an initial recycling kit 2-3 weeks from signup date. Start collecting used rechargeable batteries and cell phones.
- (3) Ship collected rechargeable batteries and cell phones via ground services to Call2Recycle's recycling or consolidation facilities.
- (4) Rechargeable batteries are recycled, and metals reclaimed are used to make new products; cell phones are recycled or refurbished and resold when possible, with a portion of the proceeds from resale of phones benefitting select charities.

- **What is included with the Call2Recycle collection box? How are the boxes shipped to the recycling facility?**

Each Call2Recycle box includes an affixed, pre-paid, pre-addressed UPS/FedEx or Purolator (Canada) shipping label, safety instructions, chemistry sorting stickers (non-retail only), and plastic bags.

Each box holds up to approximately 20 or 40 pounds of rechargeable batteries and cell phones (size determined upon sign-up).

The address to which the batteries and cell phones will be shipped to is already printed on the shipping label, so all you have to do is write your return address on the shipping label and securely seal the box.





Add the full, sealed collection container to your daily outgoing UPS/FedEx or Purolator pickup or take to it to a local UPS/FedEx or Purolator drop-off center.

- **Will Call2Recycle pay the shipping if we use non-Call2Recycle containers? How are the non-Call2Recycle containers shipped?**

Yes! You may use DOT-approved, non-Call2Recycle containers for bulk shipments. Call2Recycle reimburses you for shipping costs.

Before you ship, please make sure you do the following:

- (1) Check if containers are sturdy enough for shipping.
- (2) Verify that each rechargeable battery, or cell phone with battery, is placed into a separate bag. If bags are unavailable, cover battery terminals with tape (electrical, duct, or masking). This step must be followed.
- (3) For UPS or other ground shipments, include your Site ID# on each shipping container and on the shipping labels and documents. Fax shipping documents and invoices toll-free to 877-405-6082, or email scanned images to customerservice@call2recycle.org with those shipments noted and your Site ID#.
- (4) For palletized bulk shipments, in the U.S. please call the Call2Recycle Customer Service toll-free at 877-723-1297; in Canada call toll-free 888-224-9764 for shipping instructions.

- **How to obtain more Call2Recycle boxes and how does the auto replenishment system work?**

When the pre-determined number of Call2Recycle boxes has been scanned at the recycling facility, the automatic replenishment system will generate an order to ship to your location. Please allow up to 3 weeks transit time for the return of your boxes to the recycling facility and the replenishment order delivered to your location.

Remember to notify Call2Recycle of any changes in shipping address or contact information by calling (In US): 877-723-1297, or email customerservice@call2recycle.org; (In Canada): 888-224-9764, or email info@call2recycle.ca.

- **What is a Call2Recycle site ID number?**

A Call2Recycle site ID number is issued to each participant upon signing up. This ID number is site-specific to the address used for the sign-up, and is used for tracking and auto replenishment services.

Please do not share your site-specific boxes with other locations. Your site ID number will be printed on labels on Call2Recycle boxes you receive. Please reference that number when contacting Call2Recycle.

- **Are there any weight limits on rechargeable batteries or shipments?**

*Small Sealed Lead (Pb) batteries are subject to a maximum individual battery weight of 11 pounds or 5 kilograms.

In the United States there are no total shipment weight limits. In Canada, if you are shipping from a province besides Ontario, you must not ship over 500 kg per day, unless you are registered with the Ministry of Environment and have a license # to note on the shipping manifest. If you are shipping within Ontario, there is no per day weight limit and you may ship on a Bill of Lading.

⇒ **IMPORTANT:** Call2Recycle's shipping policy requires that each individual rechargeable battery, or cell phone with battery, must be placed into a separate bag (or terminals taped) to ensure safe storage and shipping. **FAILURE TO COMPLY WITH SHIPPING GUIDELINES MAY LEAD TO A DISRUPTION IN RECYCLING SERVICES.**

