



Rechargeable Battery and Cell Phone Recycling Program Guidelines

Thank you for participating in the Call2Recycle® program. Rechargeable battery and cell phone recycling has never been easier. Just follow these simple steps:

Step 1:

Rechargeable Batteries:

If it's rechargeable, it's recyclable! When you see any of these seals or the abbreviations Ni-Cd, Ni-MH, Ni-Zn, Li-ion or Pb* imprinted on a battery pack, it means that the battery can be recycled.



Cell Phones:

Any cellular phone is accepted in the Call2Recycle program. We will accept any size, make, model, digital or analog, with or without battery. Note that cell phone accessories are not to be included.



Step 2:

Place the pre-assembled collection box in a designated rechargeable battery and cell phone collection area. Note that cell phone accessories are not to be included.



Step 3:

Rechargeable Batteries:

Put each individual rechargeable battery into a separate bag – one battery per bag. Remove plastic strip from top of bag, fold flap down and seal.

Cell Phones:

Place the cell phone with its battery into a single bag. Remove plastic strip from top of bag, fold flap down and seal.



Step 4:

Once you have sealed the plastic bag, deposit the battery and/or cell phone into the collection box. Do not overfill.



Step 5:

When the box is full, seal the top using the adhesive strip. **Make sure that all batteries and cell phones with batteries attached within the box are enclosed in the provided plastic safety bag.** If necessary, use additional packing tape to make sure the box is sealed before shipping.



Step 6:

The pre-paid, pre-addressed shipping label is now on the box top. **Print your return address on this label before shipping.**



Step 7:

Add your box to your daily FedEx, UPS** or Purolator pick-up. Once your shipment has been received at the recycling facility, Call2Recycle's automated program will determine when more boxes should be sent to your location.

Additional Info:

- If you have questions about the program, log onto call2recycle.org or email customerservice@call2recycle.org or contact Customer Service at 877-723-1297.
- Alkaline batteries and non-rechargeable batteries CANNOT be recycled through the Call2Recycle® program.
- *Small sealed lead rechargeable batteries are subject to a maximum individual weight of 11 lbs. or 5 kg. There are no weight limits for shipments in the US; however, in Canada any single shipment, regardless of the number of containers used, must not exceed 500 kg.
- **UPS may charge a fee for ARS pick-ups scheduled by calling the UPS 800 number. To decrease or avoid these charges, we recommend that you hold containers until a UPS delivery is made to your location, or simply ship more than one container at a time.



Dear Store Manager,

Welcome to Call2Recycle® – a national program helps people and businesses care for the environment through its network of 30,000 battery and cell phone collection locations across North America. Call2Recycle applauds you for taking a proactive role in the preservation of our environment.

The Call2Recycle program is easy. To get started, just follow these simple steps:

1. **READ** the enclosed information and the safety guidelines that are printed on your collection box.
2. **TRAIN** your staff and associates. Be sure to remind them that each cell phone and portable rechargeable battery must be placed in an individual plastic bag provided by Call2Recycle, or you can tape the exposed battery terminals with non-conductive electrical tape before placing them in the collection box.
3. **DISPLAY** the collection container where your customers can see it, but not within their reach. This will give your sales associates the opportunity to direct the customer to the rechargeable battery selection in your store so the customer can purchase a replacement.
4. **ACCEPT** all portable rechargeable batteries from customers and place in the box for recycling.
5. **ACCEPT** all used cell phones, with or without their batteries, from customers and place in the box for recycling.

Please DO NOT ACCEPT alkaline, lithium primary, non-rechargeable or rechargeable wet cell batteries.

Since your location is now an official collection site for used portable rechargeable batteries and old cell phones, your store name and address are listed on the Call2Recycle website, call2recycle.org, and toll free helpline, 877.2.RECYCLE (877-273-2925). Consumers who want to recycle used rechargeable batteries and cell phones can log onto this website or call the toll free help line to obtain the address of your location.

The Call2Recycle program works with an inventory level system. When you have returned enough boxes to Call2Recycle for recycling and scanning, your site on-hand quantity automatically adjusts and triggers a replenishment order when it matches the replenish point quantity assigned to your site.

Please allow up to three weeks for your replenishment boxes to arrive.

Please contact Customer Service Department by calling toll free 877-723-1297 or emailing customerservice@call2recycle.org.

More detailed instructions regarding collection, recycling, and shipping of used cell phones and rechargeable batteries are available on the Program Guidelines sheet on the reverse side of this letter.

* The program accepts all small, dry, sealed rechargeable batteries: Nickel Cadmium (Ni-Cd), Nickel Metal Hydride (Ni-MH), Nickel Zinc (Ni-Zn), Lithium Ion (Li-ion), and Small Sealed Lead (Pb). Pb batteries must weigh less than 11 lbs. or 5 kg.

Call2Recycle® is operated by the non-profit Rechargeable Battery Recycling Corporation (RBRC)
1000 Parkwood Circle, Suite 450, Atlanta, GA 30339
toll free phone (877) 723-1297, fax (877) 405-6082

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