

Frequently Asked Questions – Collections / Purchasing

1. What empty Inkjet and Laser cartridges do you collect?

Our monthly pricelist outlines the cartridges / mobile phones we can collect and what value they have. This can be accessed through the website once you have registered and login to the member area. Alternatively we can email you a pricelist if you wish to know particular values before you register. To enable us to send you the correct pricelist we will need to know what type of organisation you are from e.g. a school / charity / business / individual etc.

2. Can you provide a free collection service?

Yes, we do require a minimum requirement of 20 items of value to qualify for a free collection.

3. How do I arrange a collection?

This can be arranged over the phone or you can request a collection via the website (this is our preferred method). You will need your user ID number and postcode to login. Once, a collection has been made you will receive a confirmation email to let you know that it has been logged. Please ensure that if you are unable to be there when we collect, that you make another member of staff aware that we are coming. Thank you. **VERY IMPORTANT**, Failed / unsuccessful collection. We charge £25 + vat for zones 1,2. Zone 6 & 7 £30.50 + Ferry surcharge + vat. Collection by courier £15.00 + vat. We are sorry for having to impose these but failed collections are on the increase, so please ensure you let someone else know we are coming to collecting or cancel the collection the day before.

4. What is the best way to pack the cartridges / mobile phones?

Please look at the shipping page on the website.

5. What does REM mean on your pricelist?

This stands for Remanufactured. Any cartridge that is a compatible or has been refilled is a remanufactured cartridge.

6. What can you do if I can not reach the minimum requirement of 20 items?

We can provide you with freepost bags for inkjet cartridges and mobile phones each bag needs to have a minimum of 3 items. Your User ID number becomes a barcode on the bag so that any items sent in are credited to your account. If you have laserjet cartridges please contact us and we will do our best to help you.

7. What happens once a collection takes place?

We book all the items in at our warehouse and payment is made 21 to 30 days after the goods are processed. We can pay by BACS or send a cheque these details are taken when you register. We can only make payment on collections that contain 20 items of value. If you fail to reach the £30 but did have 20 items of value then the total on your account is kept and rolled over to be added to the next collection. When you reach the £30 or more we can release a payment. If your collection fails to have 20 items of value and does not reach £30 then we are unable to give any value to the collection.

8. How do I see a pricelist?

To view our current pricelist you will need to register with us and log in to the members area.

9. Why are some items of no value?

There are various reasons that a cartridge will have no value, they are:

- The item is damaged
- It has no value on our current pricelist
- The collection has not met our minimum requirements
- An inkjet cartridge may fail electrically when tested.

10. Can I earn extra money?

You can now earn an extra £1 for returning items in your own box and £5 for delivering the goods to our warehouse. Please click on the link on our website to print coupon to qualify and see the terms and conditions.