



HP New Zealand Hardware Recycling Program For Consumer and SMB Customers – Questions and Answers

Q1: What is this Program?

A1: It is an expanded initiative of HP to provide our consumer and small and medium business (SMB) customers with a convenient way to dispose of their used computer hardware in an environmentally responsible manner.

HP accepts HP branded end-of-life hardware products, such as desktop and notebook computers, printers, handheld devices, monitors, batteries, and associated external components (keyboards, pointing devices, cables, etc).

This is part of HP's commitment to providing customers with inventive, high quality products and services that are environmentally sound throughout their life cycles.

Q2: What is new about this program compared with the existing HP Planet Partners Program?

A2: This Consumers and SMB program is an expansion to the existing HP Planet Partners program offered only to HP's enterprise and public sector customers.

Q3: How does the program benefit me?

A3: This program helps you to dispose of your HP branded end-of-life hardware products in an environmentally responsible manner.

Q4: Who is eligible?

A4: This program is eligible for all HP consumer and SMB customers.

Q5: Why doesn't HP provide free pickup service from customers' door steps?

A5: HP believes in shared responsibility of producers and customers in handling end-of-life products. Customers are responsible for bringing their used products to HP, and HP is responsible for recycling these used products in an environmentally responsible manner.

Q6: What is the cost to consumer and SMB customers?

A6: The program is free of charge if customers drop off their products at the designated drop off points. However if customers wish to request for pickup service, our vendor will provide a quotation for the pickup. Upon agreement on

the pickup charges, our vendor will arrange with the customers on pickup location and schedule.

Q7: How do I participate in this program?

A7: Just drop off your used HP products to one of our designated drop-off points. Please visit <http://www.hp.com.nz/hardwarerecycle> to find out more about this program. Our email and hotline service personnel will advise you on how and where to drop off your products. The email is at hptakeback@tes-amm.com.au and the hotline is 0800 957 633.

Q8: Will HP accept all types of hardware from me?

A8: HP will accept HP branded hardware products, such as desktop and notebook computers, printers, handheld devices, monitors, batteries, and associated external components (keyboards, pointing devices, cables, etc).

Q9: Are HP used cartridges accepted in this program?

A9: There is a separate program for HP ink or toner cartridges recycling. Please visit <http://www.hp.com.nz/suppliesrecycle> for more information.

Q10: What items are not accepted in this program?

A10: Products should not have been dismantled, re-assembled or contaminated bio-chemically or by radiation. Display monitors shall not be broken. Packaging materials, such as carton boxes, manuals, forms, etc, will not be accepted on their own. Non-HP brand products are not accepted.

Q11: Why do you only accept HP-branded products?

A11: HP believes in shared responsibility by producers and customers in handling end-of-life products. HP is committed to offering recycling services for HP branded products as to contribute our part of that responsibility.

Q12. What kind of assurance does HP provide that products are being recycled in an environmentally responsible manner?

A12: HP's recycling service providers must adhere to strict recycling standards. These standards are available at:

<http://www.hp.com/hpinfo/globalcitizenship/environment/recycling/resources.html>