



Guide to Electronics Manufacturers' Recycling Programs

Which Electronics Companies Will Take Back Your Old Computer, TV, or Other Electronics?

Electronics TakeBack Coalition

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Before you buy that new computer or TV, think about what you plan to do with your old one. If it still works and you think someone else can use it, then you might want to donate it to a reputable reuse organization. (Make sure the organization is accepting donations for local reuse – and not sending them overseas.)

But if that's not an option for you, some of the electronics manufacturers offer recycling programs that you can use, often for free. Some will give you some trade-in credit towards new purchases. This report tells you who offers what services, how to use them, and how to get free recycling.

Note: The information in this report is current as of the date shown above. Companies do change their takeback programs from time to time, so be sure to verify details on the company websites (links are included inside) or check for updated versions of this report on our website at: www.electronicstakeback.com.

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Takeback Programs At-A-Glance

These programs are described in more detail in the following pages. But this is a quick summary of how to use the manufacturers' consumer takeback programs.

Company	What will they take back for FREE in the US?	What do they take back for a fee or trade-in or other deal?	How it works
Apple	Any brand computer or monitor as long as you are buying a new Apple computer/monitor from Apple directly (not through resellers)		You pack and ship for free to their recycler using coupon they email you after purchase. Only good for 30 days.
	iPods – you get a discount towards new purchases		Take your old iPods to Apple stores.
Dell	Any Dell branded product at any time. Any brand computer when consumers buy a new Dell (on home/home office website).	Business products, through their asset recovery program.	You pack and ship for free to their recycler. Request free shipping via Dell website or select free recycling option when you buy your new Dell.
Gateway	Nothing	Gateway takes back many products for a fee. Some may get trade-in credit.	You pack and ship. Use their Dealtree web portal to estimate costs and trade in credit.
HP	HP branded desktop, notebook and tablet computers, workstations, monitors, printers (ink and laser), digital cameras and PDA/Smartphones	They have a buy back program for HP or other branded products. If your product has value, they send you a check.	You pack and ship to their recycler, after paying the fee (which covers shipping) online. Use their website to estimate any trade-in credit.
Lenovo	All Lenovo (and some IBM) monitors, laptops, desktops, phones.	They will offer money back for other brands on some laptops, phones, flat panel monitor, and desktops.	Use their online calculator to see if you get money back.
LG	Consumer electronics with the LG, Zenith and GoldStar brand names.	They will take back other company's brand of consumer electronics for a fee.	You take old products to their designated collection sites.
Panasonic (See MRM)	All consumer electronics with the Panasonic or Technics brand name on it	They will take back other company's brand of consumer electronics for a fee.	You take old products to their designated collection sites.
Samsung	All consumer electronics with the Samsung brand name on it	They will take back other company's brand of consumer electronics for a fee.	You take old products to their designated collection sites.
Sharp (See MRM)	All consumer electronics with the Panasonic or Technics brand name on it	They will take back other company's brand of consumer electronics for a fee.	You take old products to their designated collection sites.

Company	What will they take back for FREE in the US?	What do they take back for a fee or trade-in or other deal?	How it works
Sony	Anything with Sony's name on it.	They will take back other company's brand of consumer electronics for a fee. Sony also has a trade-in program for notebook computers, cameras and camcorders, giving credit towards future Sony purchases. You pack and ship. Use their website trade-in estimator.	You take old products to their designated collection sites.
Toshiba (See MRM)	Any Toshiba notebook computer for free.	Toshiba takes back any company's notebooks for the cost of shipping.	You pack and ship to Dealtree via the Toshiba website. Shipping is free on Toshiba notebooks.
Vizio	Nothing – no national program.		

APPLE'S TAKEBACK PROGRAM

How to get FREE recycling from Apple

Apple offers free takeback and recycling to consumers who buy a new or "Apple Certified refurbished" computer or monitor from Apple stores, Apple phone sales or Apple's website. (This doesn't work for purchases from resellers, or in Hawaii or Alaska.)

When you purchase your Apple on-line, you can request recycling on the verification of the order page. If you buy at an Apple store or on the phone, tell the sales person you want to do this.

Apple will send you an email with instructions for how to pack and ship your old equipment to Apple's recycling center. Keep this email - you will need it for the free shipping codes, which expire in 90 days.

How to use Apple's recycling system without a new purchase

If you are not buying a new Apple computer, you can still use Apple's recycling program. You can send back any company's products, but it costs \$30 per box (up to 60 lbs). Order recycling services (and a prepaid shipping label) on-line at: <http://www.recycleapc.com/apple/index.asp>

Free iPod and Cell phone recycling

Apple takes back iPods and any model cell phone for free recycling. [Click here](#) for info and to order a free mailing label. Items are sent to PowerON Services, an asset recovery firm, in Roseville, CA.

How to send your stuff back to Apple

You will need to provide your own box and packing materials. You must place CPUs and monitors into two separate boxes. Weight limit per package is less than 70 lbs. Take the boxed equipment plus the email you got from Apple to FEDEX. The email has the codes you will need for free shipping. These codes are only GOOD FOR 90 DAYS, then they expire.

What does Apple take back?

One computer, one monitor, and peripheral computer equipment with each qualifying purchase transaction.

Who can use Apple's free takeback services?

Individuals and small business. Not offered to institutions, corporations and "enterprise" customers. Not available in Hawaii or Alaska.

What about business customers?

For larger business and institutions, Apple offers other volume recycling options. Contact irecycle@apple.com.

Read the small print (Details you need to know)

- Free shipping only works for 90 days after you get your email from Apple.
- There are many on-line and in-store sales outlets called Authorized Resellers, but purchases through these resellers do NOT qualify for free recycling. Refurbished sales must be "Apple Certified Refurbished" to qualify.
- They don't take back your stuff at the Apple retail stores except iPods.
- You MUST select the free recycling option at the time you are buying your system. You can't add it later.

Link for more details

<http://www.apple.com/environment/recycling/nationalservices/us.html>
Apple's recycling program [FAQs](#).

DELL'S TAKEBACK PROGRAM

Recycling your old Dell for free

Dell now takes back all Dell brand products for FREE

Dell will now take back any Dell product for free, even if you aren't buying a new one. You have to send it back to them, but they pay for shipping. See details below under "How to send your stuff back."

Recycling for free when you are buying a new Dell

Dell takes back any company's equipment for free when you buy a new Dell computer

You must buy your new computer from the home/home office part of their website. (This offer doesn't apply to business sales.)

If you are ordering your computer on-line, you can request a free recycling kit by selecting the option called *"Recycle my old system with Dell (Free)."* If you order on the phone, ask your sales rep to include the recycling kit with your order. Your new PC will arrive with a Dell recycling envelope containing 2 prepaid air bills and instructions on how to pack and ship your old equipment.

Recycling non-Dell equipment any time

Dell has eliminated the option for consumers to send back non-Dell equipment at any time for a fee. It's available to business customers using Dell's asset recovery system (see below).

How to send your stuff back to Dell

You will need to provide your own box and packing materials. You order a Dell recycling kit on Dell's website (or select it as part of your purchase). Dell will send you prepaid air bills and instructions for how to pack your items, and for scheduling the shipper to pick your items up at your house. To order free takeback of Dell products, you will be asked to enter the weight and an identifying code from each Dell product you want to recycle – a service tag, serial number, PPID, or Express Service Code. (Dell labels its products with these codes.)

What does Dell take back?

Dell will take back all Dell-branded products. For customers returning other companies' products, Dell takes back computers, keyboards, mice, monitors, printers.

Who can use Dell's recycling service?

Free takeback of Dell products is available to ANY Dell product owner (individuals, businesses, organizations, agencies, etc.). To get "free takeback with purchase" recycling, when you can send back another company's product, you must be buying from Dell's Home/Home Office website (not their business sites). Some "consumers" buy from Dell's small business website, but these are not eligible for the free takeback with purchase program.

What about business customers?

Businesses can also use Dell's asset recovery system to sell old equipment. Details are on their [asset recovery website](#).

Link for more details

Dell [Recycling Website](#). Go to www.dell4me.com/recycling

HP's TAKEBACK PROGRAM

How to get FREE recycling from HP

HP has a **buy back program for some of their products, and free takeback on their rest**. HP uses a vendor called Market Velocity for both programs.

How to use HP's recycling system

Start by using HP's [buy back calculator](#) to see if your old product (HP or other brands) has value. You enter info on up to 5 products and you will get an instant quote of the value. If the calculator shows your product has value, you ship it back to HP via UPS and they will send you a check.

If your product doesn't qualify for buy back, you can still send it back for free recycling. Go to [HP's recycling portal](#) to enter your information. Then in the next day you will receive an email with the free shipping label and packing instructions. You must ship within 30 days or you have to start the transaction over.

You will need to provide your own box and packing materials. You can pay an extra \$10 for "premium shipping" to have UPS pick up your items from you. HP will take back non-HP brands for a fee.

For larger quantities (6 or more units) HP has a [large quantity portal](#) to give you a custom quote (not instant).

What does HP take back?

HP will take back desktop, notebook and tablet computers, workstations, monitors, printers (ink and laser), digital cameras and PDA/Smartphones by most manufacturers. They will accept the accessories that came with the product (so you can send the keyboard and mouse if you send back a computer, but they won't just take back the keyboard and mouse).

Who can use HP's recycling services?

Anyone can use it. But residents of Alaska and Hawaii can't use the HP preprinted shipping labels, and will need to pay for surface shipping to Hewlett Packard Recycling Facility, 8855 Washington Blvd Roseville, CA 95678.

What about business customers?

Businesses with small quantities can use the [6 or more unit portal](#) to get a custom quote for recycling. But companies with large quantities can use HP's asset recovery system to sell old equipment to offset recycling costs. Details are on their [asset recovery site](#).

Read the small print (Details you need to know)

If you are choosing the recycling option, HP's site asks which state you are in, to direct residents of states with mandatory recycling programs to state specific info. In most cases this is helpful because you can see where you might have local drop off options. But California residents beware – HP's link for California only provides info on the CA program (which only covers TVs, monitors, and laptops). but because California's law doesn't require the manufacturers to pay for recycling it looks like you don't have an option for free HP recycling or for recycling computers. So CA residents should select "other states."

Link for more details

HP's Recycling Website: <https://h20212.www2.hp.com/recycle/>

And their [FAQs](#):

LENOVO'S TAKEBACK PROGRAM

Who is Lenovo?

In May of 2005, IBM sold off their PC division (including their Thinkpad line) to Lenovo, a Chinese PC manufacturer, and the world's third largest PC vendor. The two companies still maintain some business alliances.

How to get Free recycling from Lenovo.

Lenovo now offers free recycling of old Lenovo and some IBM products for consumers and small businesses in the US, through their Eco-Takeback program. This program uses a company that will refurbish and reuse products whenever possible, and may offer you money back, depending on the value of your old product. Lenovo will take back Lenovo and some IBM products for free regardless of their value. They also accept some other brands of some products (except CRT monitors) through this program. The cost (or reward) depends on the product, and is determined with their [online calculator](#).

How to use Lenovo's recycling system

Lenovo's program is a mail-back program, where you ship your products back to them (they pay for shipping for Lenovo and IBM products). Their takeback program evaluates whether your old products have any value – and if they do, you may get money back (in the form of a prepaid Visa card). Use their website to "register" your product, find out its value, and download the shipping label.

How to send your stuff back to Lenovo

You will need to provide your own box and packing materials. Weight limit per package is 69 lbs. Maximum box size limit is 26x26x26 inches. Once you "register" your product on the Lenovo website, you will download a prepaid mailing label, that is either for the US Post office or UPS (depending on what you are sending).

What does Lenovo take back?

Laptops, desktops, CRT monitors, flat panel monitors, cell phones, plus accessories: keyboards, mice, power cords, phone charger, battery.

Who can use Lenovo's takeback services?

Consumers and small business.

What about business customers?

IBM offers a buyback program for computers which still have value. You can get an online quote for **1-250 items** at:

<http://www-03.ibm.com/financing/us/recovery/small/>

For **larger quantities**, IBM has several asset recovery options:

<http://www-03.ibm.com/financing/us/recovery/large/index.html>

Link for more details

<http://lenovo.ecotakeback.com/>

Lenovo's [FAQs](#).

LG's TAKEBACK PROGRAM

How to get FREE recycling from LG

LG has partnered with Waste Management's Recycle America program to offer free takeback of their old products, including the Zenith and GoldStar brands, which LG owns.

How to get your stuff back to LG

Consumers must drop off their items at a designated LG takeback site, listed here: <http://us.lge.com/green/locationlist.xls>. This list is the same as the Sony takeback sites, as Sony also uses Waste Management.

What does LG take back?

LG will take back televisions, monitors, audio equipment, video cassette players and recorders, DVD players and recorders, combination TV/VCR and TV/DVD units, set top boxes and accessories associated with those products. Consumers may drop off up to 5 LG-branded items at a time. There is no fee to consumers for the covered LG-brand products; other brands will be accepted, but a fee may be charged by Waste Management for non-LG brands.

Cell phones, PDA, and GPS devices are covered by a separate, free mail-back program: http://us.lge.com/about/mobile_recycle_program.jsp. Use that website to download a prepaid postal mailing label to send these items back for recycling. (They don't have to be LG brands – they will accept any brand.) Or these can also be dropped off at the Waste Management sites listed above.

Who can use LG's takeback services?

Consumers.

What about business customers?

Businesses can use the service, but they will need to pay a fee.

Read the small print (Details you need to know)

Waste management is adding new sites regularly, so if there are none located near you, check back soon.

Link for more details

<http://us.lge.com/green/> or call LG's customer service center at 1-866-372-2928

MRM: PANASONIC, SHARP, and TOSHIBA's TAKEBACK PROGRAM

What is MRM

MRM is an electronics recycling joint venture of three companies: Panasonic, Sharp and Toshiba's television division. They work together to offer consumer takeback services in voluntary programs as well as to meet these companies' takeback obligations under state laws.

How to get FREE recycling from MRM

Consumers can bring back Panasonic, Sharp and Toshiba products for free recycling to designated MRM collection sites, which are located in every state. No new purchase is required to use this program.

How to use MRM's program

MRM has collection sites in all 50 states, plus they will offer periodic collection events, some in partnership with retailers. [Click here](#) to see if there is a location near you.

What does MRM take back?

Panasonic, Sharp, and Toshiba will take back any consumer electronic product with their name on it, ranging from televisions, DVD and VHS players, audio equipment and home theater systems, to cameras, camcorders, computer monitors, printers, and peripherals. This does not include home appliances like refrigerators.

They will take back other companies' branded items for a fee.

Who can use these takeback services?

Consumers.

What about business customers?

Business customers can use the services for a fee.

Link for more details

<http://www.mrmrecycling.com/>

SAMSUNG'S TAKEBACK PROGRAM

How to get FREE recycling from Samsung

Samsung launched its new "Recycling Direct" program on **October 1, 2008**, which will allow consumers to bring back Samsung consumer electronics for free recycling. No new purchase is required to use this program.

How to use Samsung's program

Samsung has collection points in all 50 states, plus they will offer periodic collection events, some in partnership with retailers. Click on the link below to the Samsung site, where you can click on your state or enter your zip code to find locations: <http://pages.samsung.com/us/recyclingdirect/locations.html>

What does Samsung take back?

Samsung will take back any consumer electronic product with their name on it, ranging from televisions, DVD and VHS players, audio equipment and home theater systems, to cameras, camcorders, computer monitors, printers, and peripherals. This does not include home appliances like refrigerators.

Samsung has a separate program for cell phones, where you can download a shipping label to mail back old cell phones.

<http://mobile.samsungusa.com/recycling/index.jsp>

Samsung also takes back printer toner cartridges for recycling, using Fedex shipping. <http://pages.samsung.com/fedextoner/index.jsp>

Who can use Samsung's takeback services?

Consumers.

What about business customers?

Business customers can use the services for a fee.

Trade in Samsung Equipment

Samsung has a trade in program for monitors, laser printers and multi-function products. Trading in working products can earn you a discount for purchasing new Samsung products. <http://www.anythingit.com/samsung.html>

Link for more details

www.samsung.com/recyclingdirect

SONY'S TAKEBACK PROGRAM

How to get FREE recycling from Sony

Sony was the first TV company in the US to offer free takeback. Sony has partnered with Waste Management's Recycle America program to offer free takeback of their old products. Sony will accept any product with Sony's name on it for free at these collection sites.

How to use Sony's program

Consumers must take their Sony products to a designated collection site. The list of sites can be found on the [Sony website](#), or call Waste Management for details on locations: 877-439-2795. They are adding new sites frequently, so check back periodically for new locations. Sony has said they will add a mail-back option in the future.

You can use [this site](#) to enter your address and find the closest site to you:

Consumers may take back other brand products to these sites, but they will probably have to pay a fee at the time.

What does Sony take back

Sony will take back any product with Sony's name on it for free recycling.

Who can use Sony's takeback services?

Consumers.

Read the small print

Sony has committed to providing enough drop-off locations in all 50 states so there is a recycling center within 20 miles of 95 percent of the U.S. population.

Link to info on Sony's takeback program:

<http://www.sony.com/recycle>

SONY'S NOTEBOOK and CAMERA/CAMCORDER TRADE-IN PROGRAMS

What does Sony take back for trade-in?

Sony has two trade-in programs, one for notebook computers, and another for cameras and camcorders. Both programs will take back your old products, and if they have value, Sony will give you a gift card towards a future purchase at a Sony store or Sony Style on-line, or credit against a recent purchase.

How does the trade-in program work?

Sony's website has online trade-in calculators, where you can see if your notebook or camera has any value for a trade-in. (They don't have to be a Sony brand.) If the calculator tells you that your product is eligible for trade-in, then you can either take it into a Sony Style store or a Sony outlet, or ship it back for free.

[Link to notebook trade in program.](#)

[Link to camera/camcorder trade in program.](#)

TOSHIBA, GATEWAY COMPUTER TAKEBACK PROGRAM

How to get FREE recycling from the Dealtree Trade In Program

Some companies use the Dealtree Trade-in program to offer recycling services. While this service (described in more detail on page XX) is primarily used to trade in old working electronics for future purchase credit, some companies also offer their customers use of the Dealtree recycling program. You must ship your products back to Dealtree.

Toshiba: Free takeback of any Toshiba notebook	TOSHIBA will now take back any TOSHIBA notebook or MP3 player for free through their Dealtree portal. They pay for shipping. They will take back any other company's notebook for free, but you pay for shipping.
Toshiba's link for details:	http://toshiba.eztradein.com/toshiba/
Gateway:	Gateway also uses the Dealtree portal. They will take back old Gateway products, but you must pay the shipping and recycling costs.
Gateway's link for details	http://gateway.eztradein.com/gateway/

REMOVING YOUR DATA BEFORE RECYCLING

None of the consumer recycling programs will clean the data off your computer hard drive (except HP's trade in program, for a \$15 fee.) These services are provided under the asset management programs (to businesses and institutions) but what should consumers do before they send back their computers?

There are several products which clean data off hard drives, but opinions vary as to which is the best (and most complete) technology. We don't endorse any brand of software, but here are some options.

PC World Magazine Recommendations, Feb 2006 Software Reviews:

<http://www.pcworld.com/howto/article/0,aid,123786,00.asp>

Blancco's File Shredder Software

<http://www.blancco.com/main.site?action=siteupdate/view&id=23>