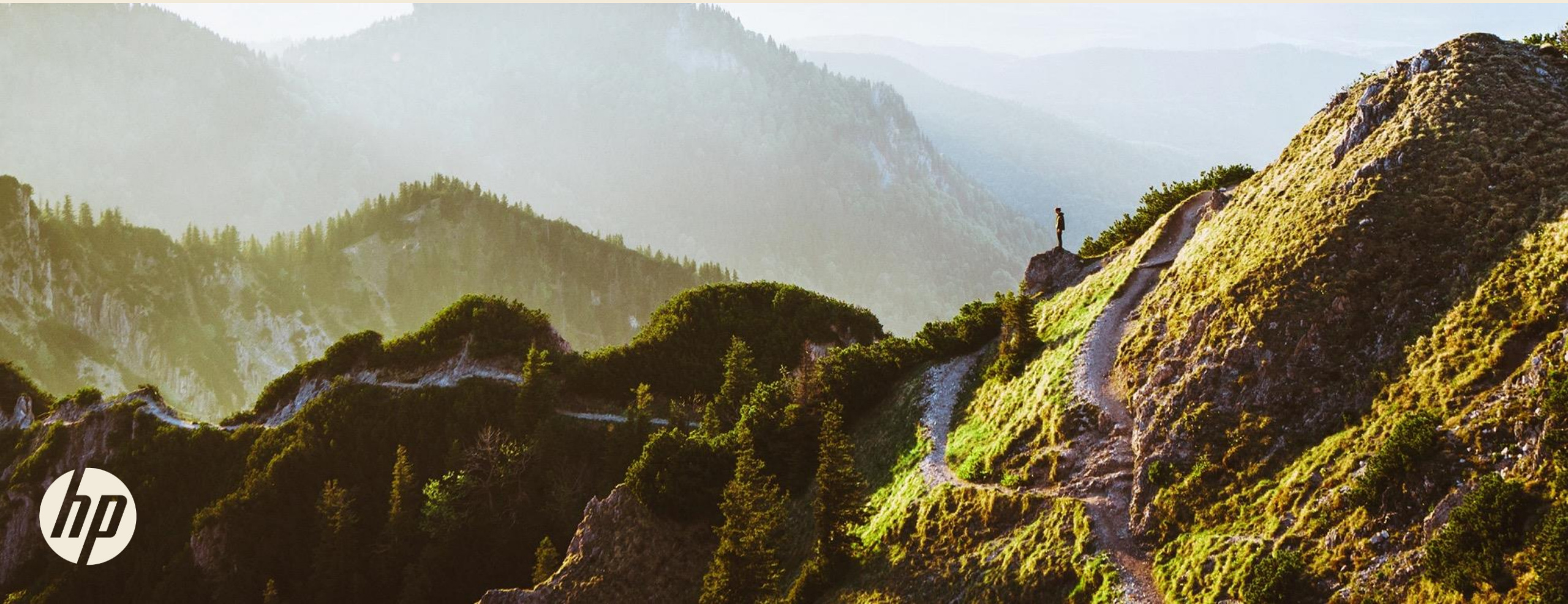


# HP Planet Partners

HP recycling program



# HP Planet Partners

With  
Large Format  
Printing

## Table of Contents

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5 [Need help?](#)



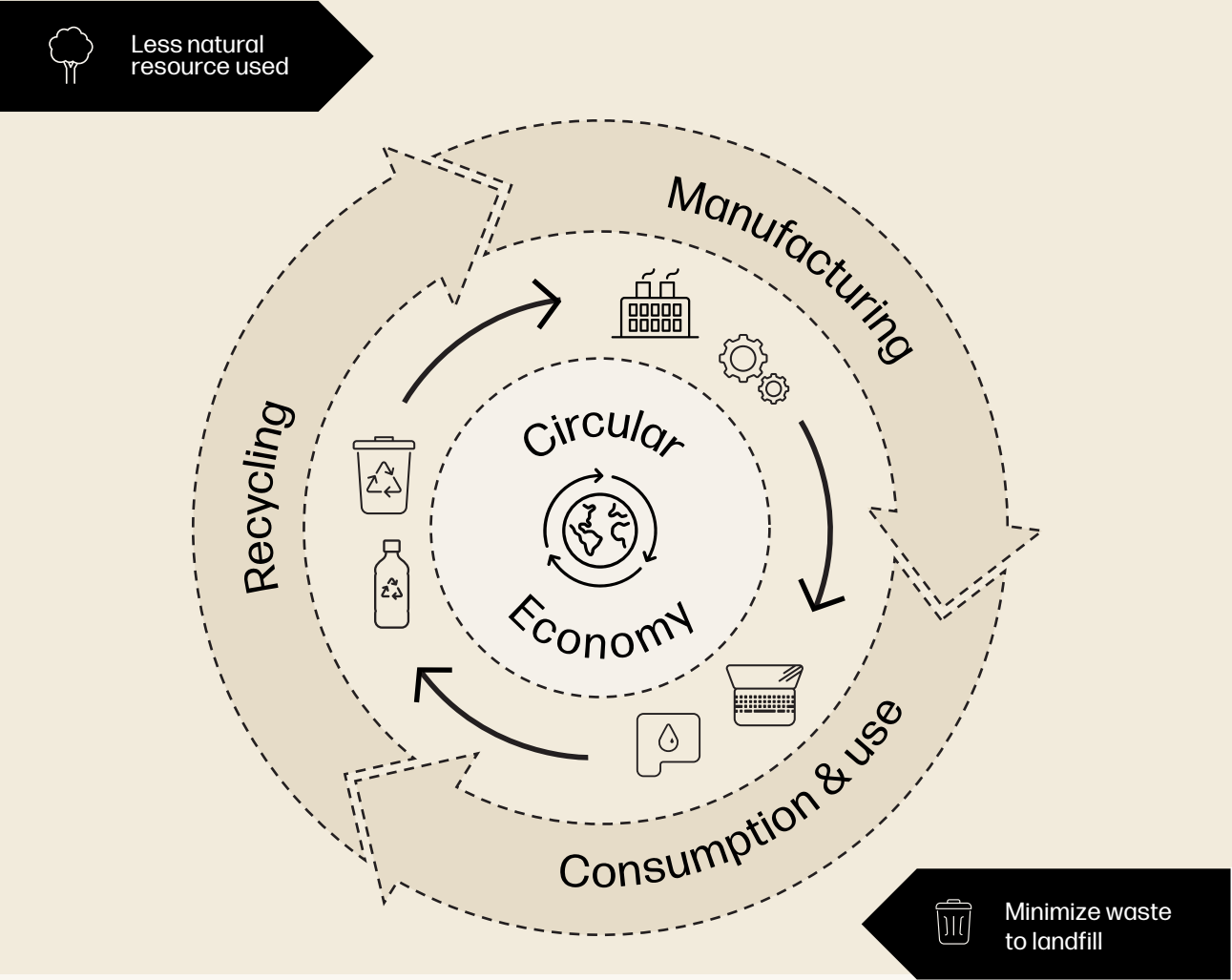
# Our commitment

At HP, we set the highest standards for sustainability.



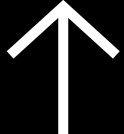
That's why we have HP Planet Partners Program.

# Recycling help drive a circular economy



With HP, you can return your end-of-use equipment for recycling, so the materials can be given a new life in other products.<sup>1</sup>

They say, "what goes around comes around". At HP, we help to do just that.



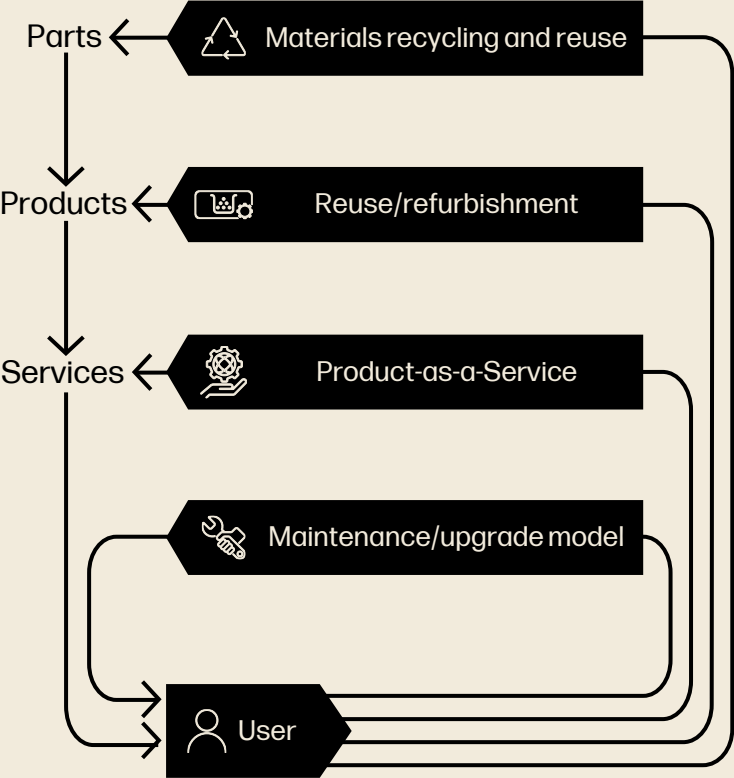
# Recycling help drive a circular economy

<p><b>74.7Mt</b> E-waste is expected in 2030</p>	<p>E-waste is one of the fastest-growing waste streams. In 2019, the world generated 53.6 Mt of e-waste - an average of 7.3 kg per capita. E waste generation is expected to increase to 74.7 Mt in 2030 and reach as much as 110 Mt in 2050, unless we modify our practices.<sup>2</sup></p>
<p><b>Limited</b> raw material supply</p>	<p>The world's population is growing and with it the demand for raw materials. However, the supply of crucial raw materials is limited.</p>
<p><b>45%</b> of CO<sub>2</sub> emissions come from production</p>	<p>Extracting and using raw materials has a major impact on the environment and increases energy consumption and CO<sub>2</sub> emissions. The extraction and processing of materials make up about half of total global greenhouse gas emissions<sup>3</sup>.</p>

## HP's circular economy strategy

Our repair, reuse, and recycling services help to recover products, components, and materials for the next generation of products.

We aspire to send zero waste to landfill across our manufacturing processes. Our products incorporate increasing amounts of recycled materials, including ocean-bound plastic. We also design them to be durable and easily repaired so they can stay in use for as long as possible, while our innovative, service-based solutions reduce environmental impacts through extended life, device optimization, and simple take-back.<sup>4</sup>



Check HP recycling services availability by country and respective HP recycling partner contacts [here](#)



# The program



# HP Planet Partners

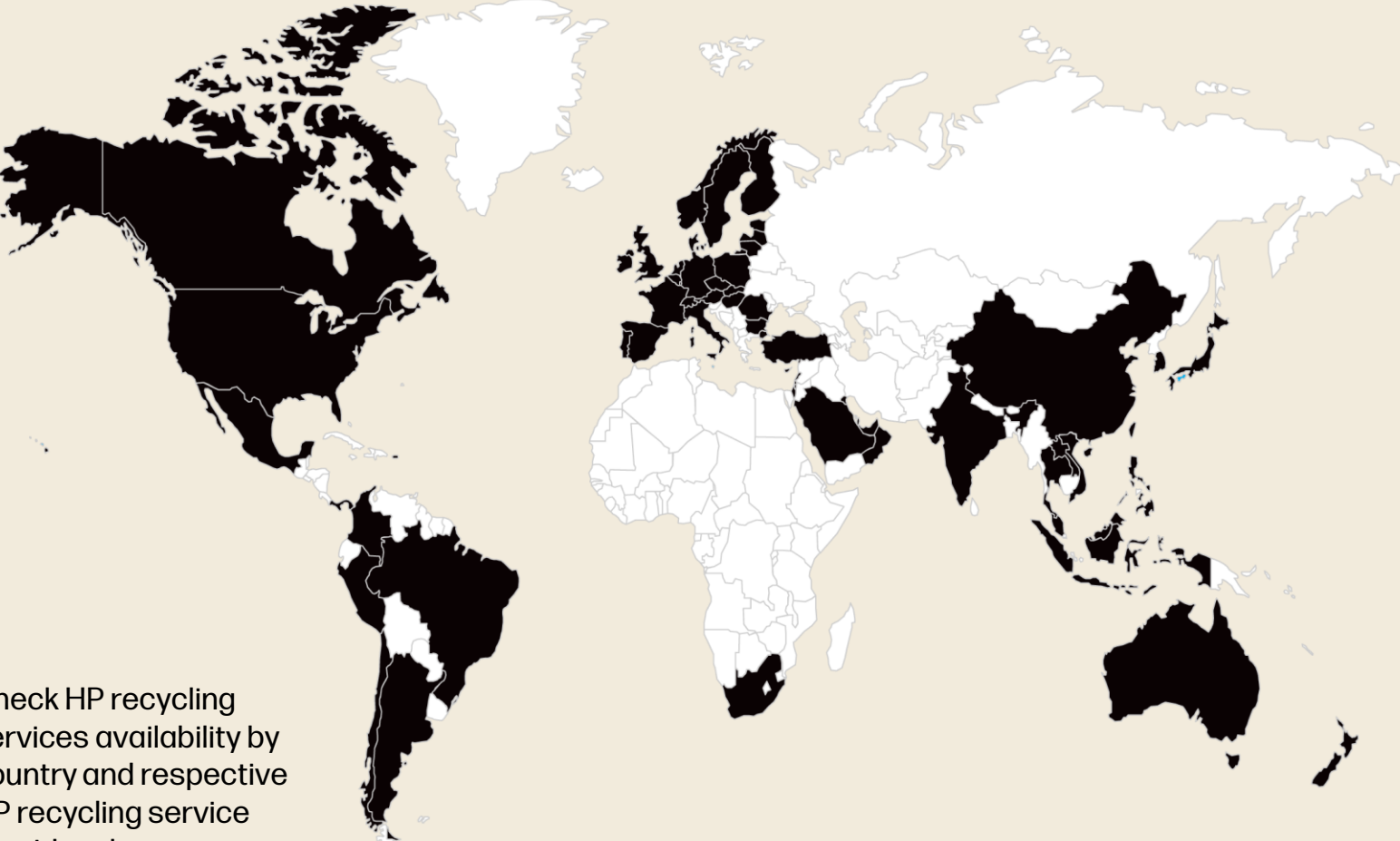
Available in more than 60 countries, HP Planet Partners manages a network of HP approved and audited third-party recycling vendors.

# 60+

Countries where HP offers Large Format recycling services<sup>1</sup>

# One billion+

print cartridges have been returned to HP Planet Partners recycling program as of December 31, 2022.



Check HP recycling services availability by country and respective HP recycling service providers [here](#).



# Recycled content matters

Your choices are changing things



When you return Original HP Ink and Toner cartridges to HP Planet Partners for recycling,



you join a global sustainability effort<sup>1</sup> and your used cartridges won't go into landfills—



they become renewed plastics that help close the loop<sup>1</sup>



Using recycled plastic in HP Ink Cartridges instead of virgin plastic on average reduces carbon footprint by 21%<sup>5</sup>

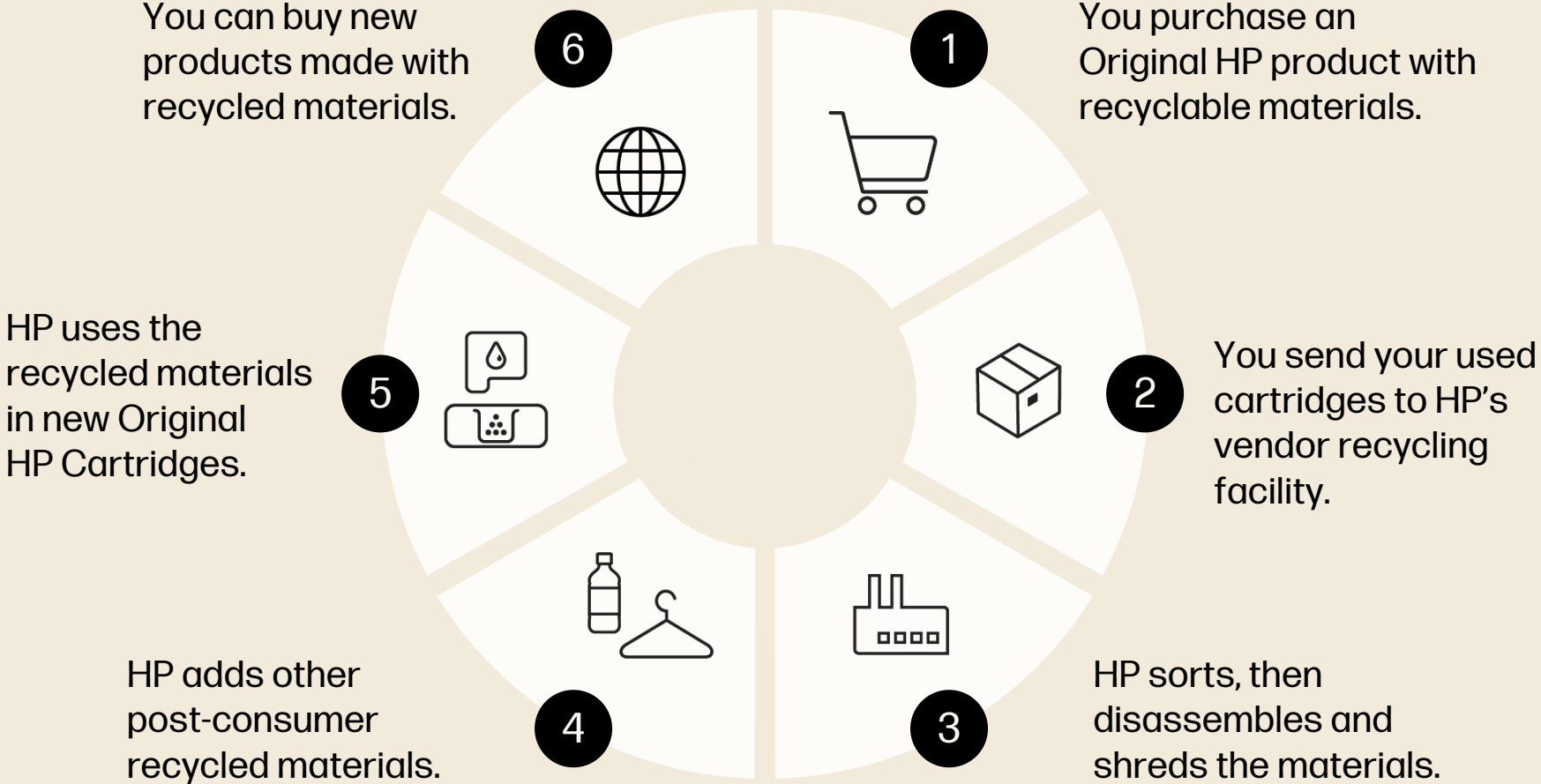


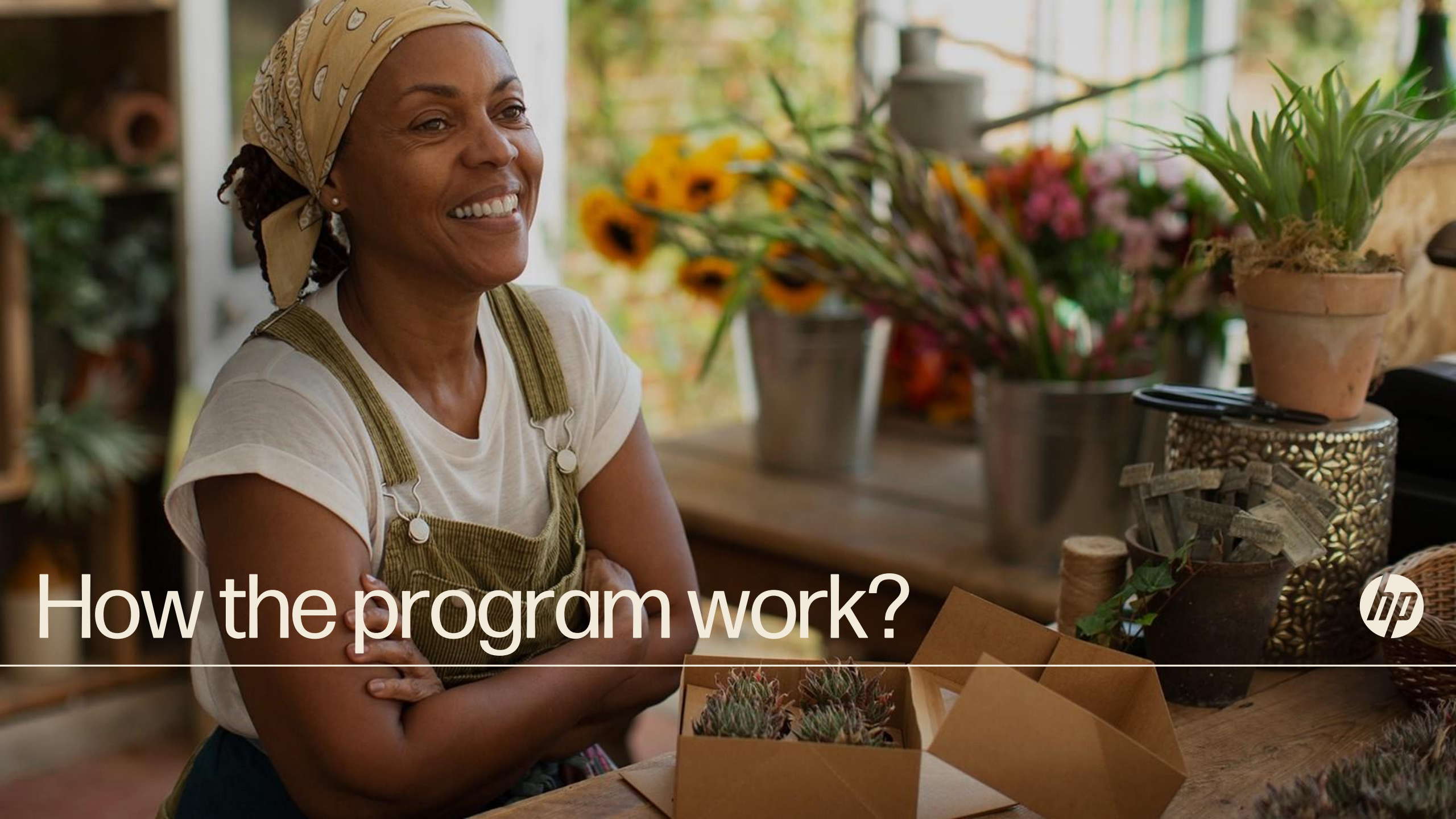
# Print. Recycle.<sup>1</sup> Repeat.

**Join us in driving real change**

In the HP closed-loop recycling process, nothing ends up in a landfill.

Materials are separated and refined for use as raw materials in new Original HP Cartridges.<sup>1</sup>





How the program work?



# The HP recycling process<sup>1</sup>

## Collection

Used cartridges are collected and transported to HP-approved recycling facilities.



## Sorting

Equipment is sorted, and hazardous components and materials are removed.



## Shredding

Sorted material is shredded and/or dismantled\* into small fractions.



## Separation

Materials are sorted into singular material streams to either manufacture new HP products or to sell on the global material market



## Global Materials Markets

<sup>1</sup>In the Latin America, hardware is dismantled rather than shredded



# Accepted products<sup>8</sup>

## Hardware

Free of charge services:



Recycling



Pick up and transportation<sup>9</sup>



Sustainability Benefit Report

Additional HW customer paid services:



Serial Number tracking<sup>10</sup>

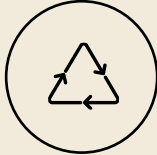


Logistic costs<sup>6</sup> could apply below 250 kg (500lb in the US).

[Link here](#)

## Supplies (Cartridges and PH)

Free of charge services:



Recycling



Pick up and transportation<sup>9</sup>



- ✓ HP Ink Cartridges and Printheads
- ✓ HP Toner Cartridges
- ✓ HP Ink Bottles
- ✓ HP Toner Reload Kits
- ✓ Samsung Toner Cartridges
- ✓ HP Long Life Consumables
- ✓ HP Graphics and 3D Cartridges and printheads

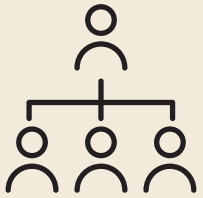
[Link here](#)

# Who we serve



## Customers

Offering a convenient recycling option for HP that can otherwise be challenging to recycle on your own.



## Sales Teams

Using recycling as an enhanced sales offering to assist in responsible recycling of our customers material.



## Partners

Facility Management and companies delivering services to HP (MPS service and repair partners).



# Return HP cartridges in a variety of ways<sup>6</sup>

For use in NA only

## Free recycling through HP Planet Partners<sup>1</sup>

Go to [hp.com/go/hprecycle](https://hp.com/go/hprecycle)



Box collection

Order box collection service for bulk quantities (+5 supplies)



Pallet pickup

If you have more than 76 toner cartridges or more than 1,000 ink cartridges, schedule a free pallet pickup

› [Click for packaging instructions](#)



# Return HP cartridges in a variety of ways<sup>6</sup>

For use in LATAM only

## Free recycling through HP Planet Partners<sup>1</sup>

Go to [hp.com/go/hprecycle](https://hp.com/go/hprecycle)



Box collection

Order box collection service for bulk quantities (+5 supplies)



Pallet pickup

If you have more than 76 toner cartridges or more than 1,000 ink cartridges, schedule a free pallet pickup.

> [Click for packaging instructions](#)

# Return HP cartridges in a variety of ways<sup>6</sup>

For use in APJ only

## Free recycling through HP Planet Partners<sup>1</sup>

Go to [hp.com/go/hprecycle](http://hp.com/go/hprecycle)



Mail it back

Order free shipping labels, envelopes, or boxes for an easy pack-and-ship experience



Box delivery/collection

Order box delivery and pick-up services for bulk quantities

> [Click for packaging instructions](#)





# Return HP cartridges in a variety of ways<sup>6</sup>

For use in EMEA only

## Free recycling through HP Planet Partners<sup>1</sup>

Go to [hp.com/go/hprecycle](http://hp.com/go/hprecycle)



Mail it back

Order free shipping labels, envelopes, or boxes for an easy pack-and-ship experience



Box delivery/collection

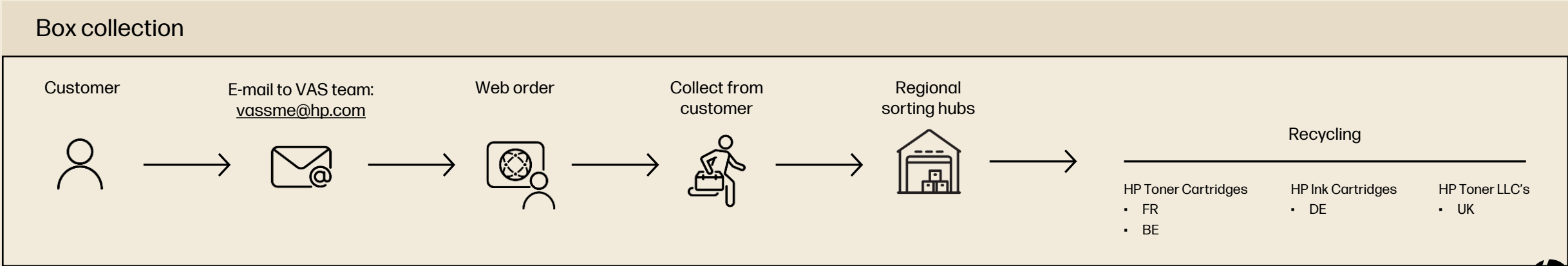
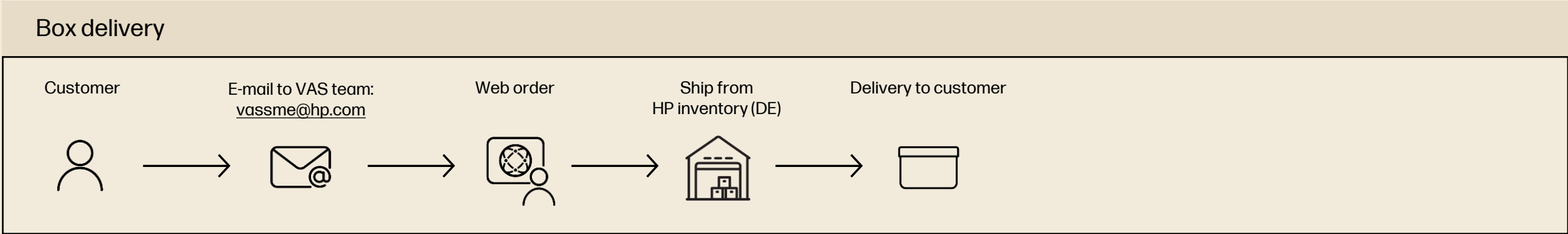
Order box delivery and pick-up services for bulk quantities; Premium Service is also available for a minimum return of 1,500 toner or 15,000 ink cartridges/year<sup>7</sup>

> Click for packaging instructions



# End customer supplies take-back VAS process


Bulk delivery and collection services (Croatia, Slovenia, Bulgaria, France, Italy, Spain, and Belgium only)




# Get Started

A close-up photograph of a person's hands holding a large amount of dark, textured mulch. The mulch consists of small, dark, irregular pieces, possibly wood chips or bark, with scattered orange and white flecks. The hands are positioned in the upper left quadrant, with the fingers gripping the mulch. The background is a vast, out-of-focus field of the same mulch, creating a sense of depth and abundance. The lighting is soft, highlighting the texture of the mulch and the skin of the hands.

# Request for Supplies Recycling Service



**1. Get Started**  
Learn more on [our page](#)  
Or sign-in on our [HPPP webpage](#)




**2. Create account**  
[HP Planet Partners](#)



**3. Order the HPPP box**  
available in two size

Once HPPP box is received,  
store your cartridges




**4. When the box is full,**  
request a pick-up.

NOTE: Click on the icon to be directed to what you need!



# Request for Supplies Recycling Service




**MAIL IT BACK**

Receive free recycling material based on your supplies with shipping labels for an easy pack-and-ship experience.


Countries may have the possibility to also mail it back

What type(s) of box do you need to be collected?

Select the required collection quantity (max 10 bins per order).



**Pallet Collection**  
For bulk supplies. Cannot be combined with box collection in same order. Collection in 5 business days.



**Box(es) Collection**  
Require a minimum of 10 toner or 20 Ink cartridges. No maximum quantity. For bulky items, consider using pallet option. Collection in 5 business days.

PALLET COLL. QTY: 0 ▾

BOX COLL. QTY: 0 ▾

[Click here](#) to learn how to package your supplies

Other may have both the pallet and box(es) collection option, some have either one or the other

Do you have a preference of time and/or range of dates?

Select a date range and time below to see pick up availability. You will be contacted within 4-5 days to finalize date and time of pick up.

< **August 2023** >

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Here are the available pick up times for your selected date. Please select the time slot that works best for you.

\*Please note: This date & time is only tentative until further confirmation.

◀ Back NEXT STEP

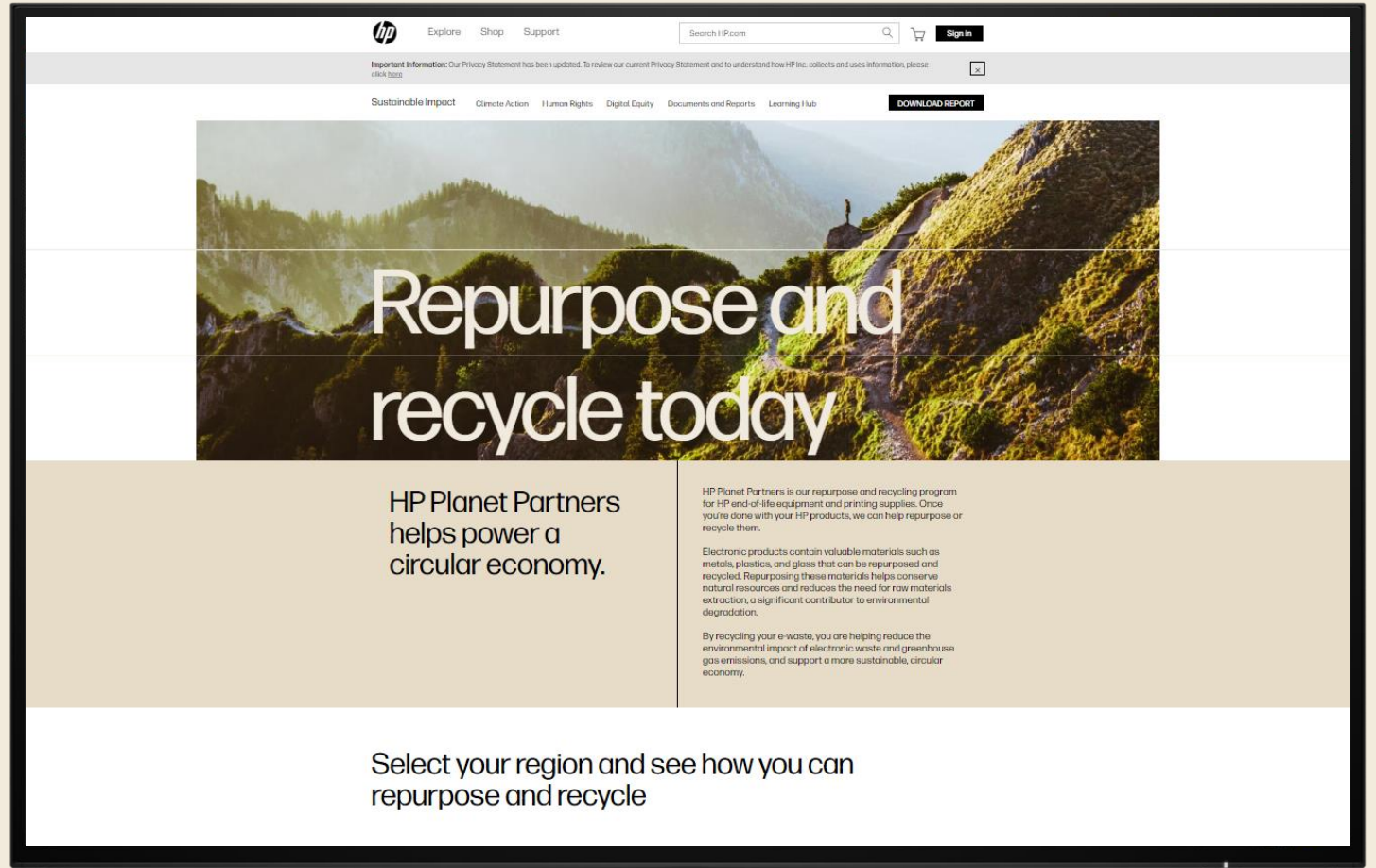
Some countries may have to schedule the time and date of the pick-up

# Learn more on our page


To Learn more about our HP Planet Partners take-back program, visit our page:



[www.hp.com/recycle](http://www.hp.com/recycle)



# To get started

Follow the link 

## Select

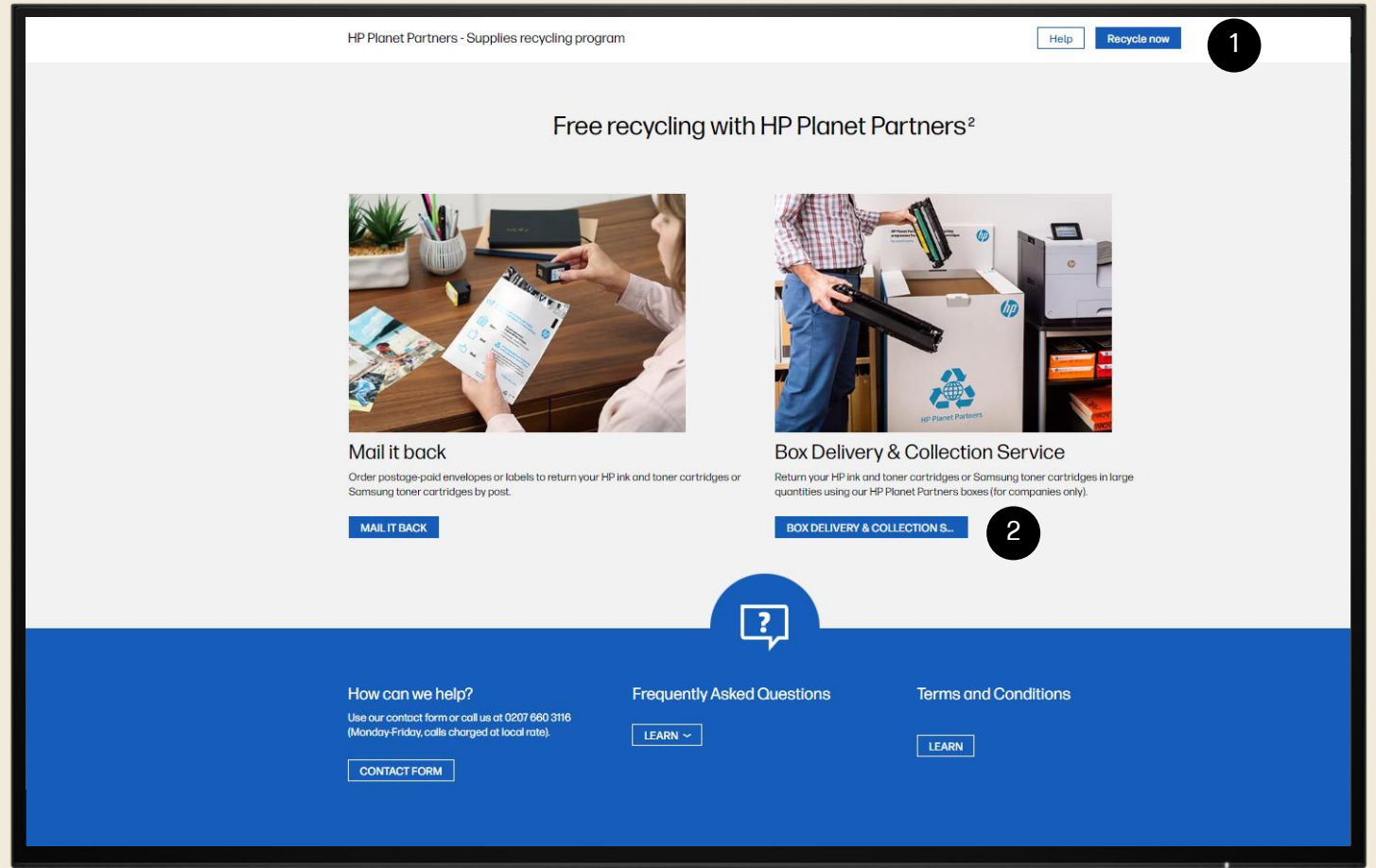
1

Recycle now


(which will drag you down the page)

2

Box delivery & collections



# Next steps

Follow the link 

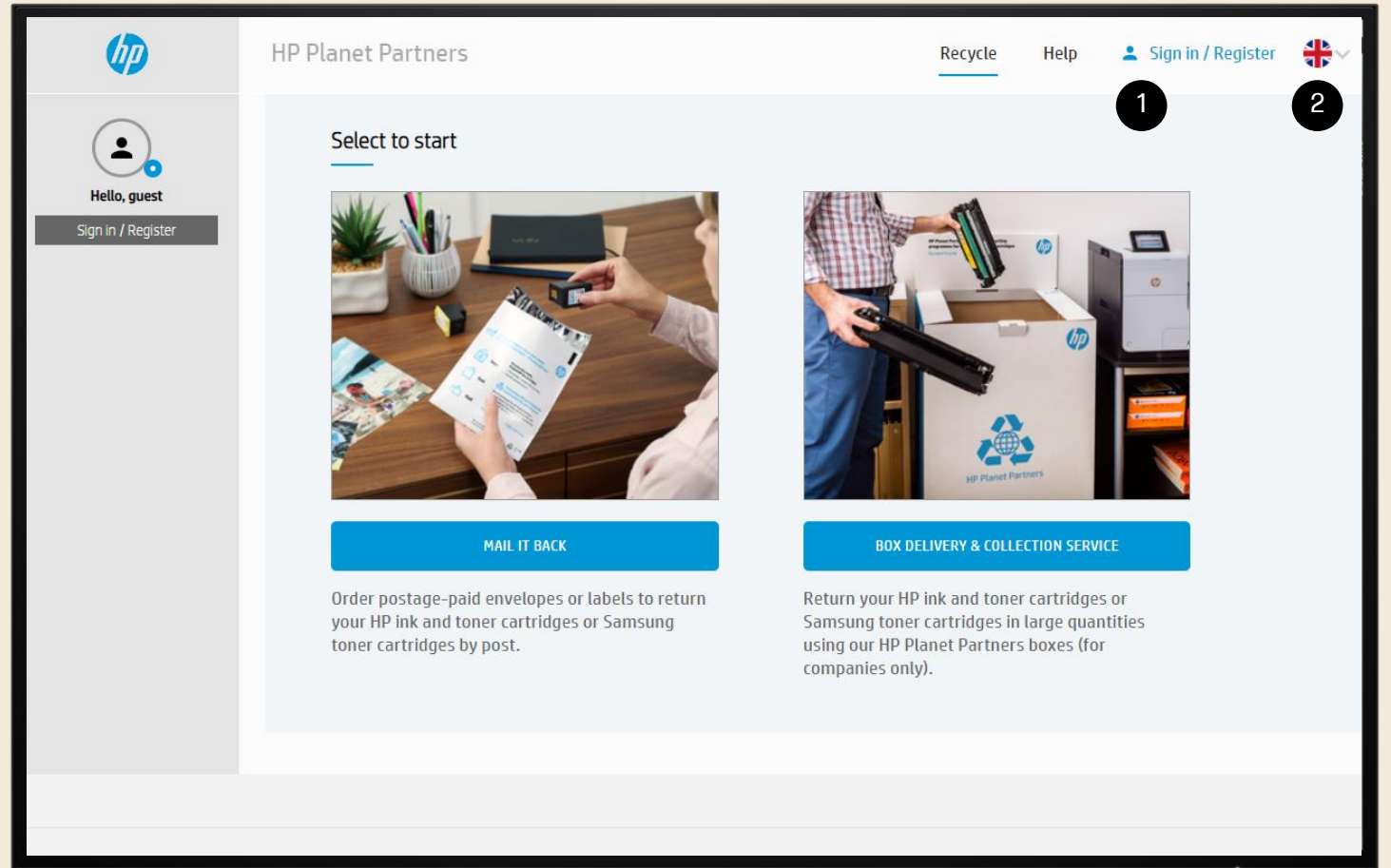
You can access ink&toner Recycling Platform directly using [this link](#).

1

Select the country from where you are placing an order

2

If the customer has an account, just sign in.  
If NOT, create an account ([instruction page 17](#))





# Next steps - Sign in

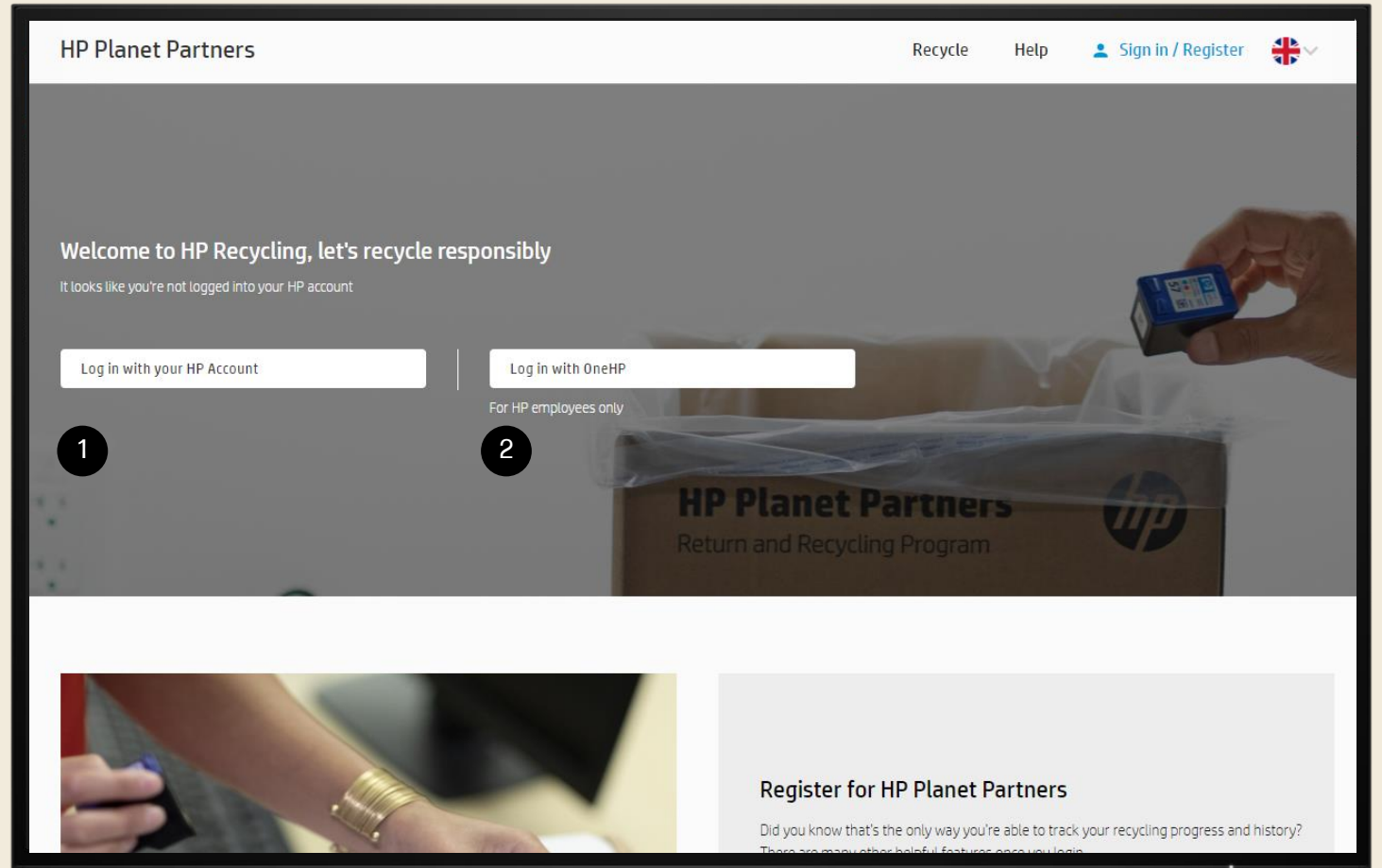
If the customer has an account

1

For HP customers or partners

2


For HP employees only, when placing the order on behalf of the customer



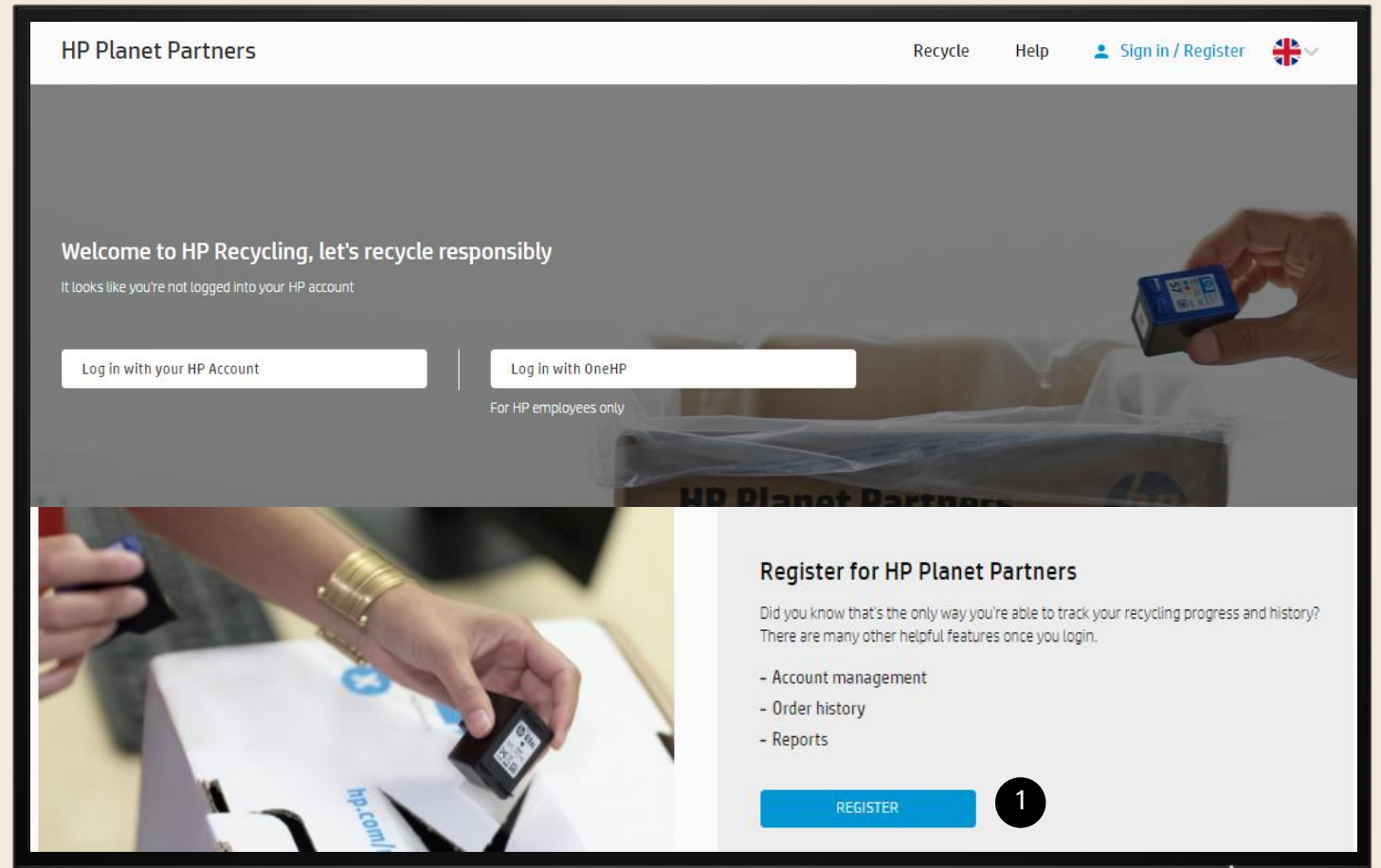
# Create an Account



# Create account

Follow the link 

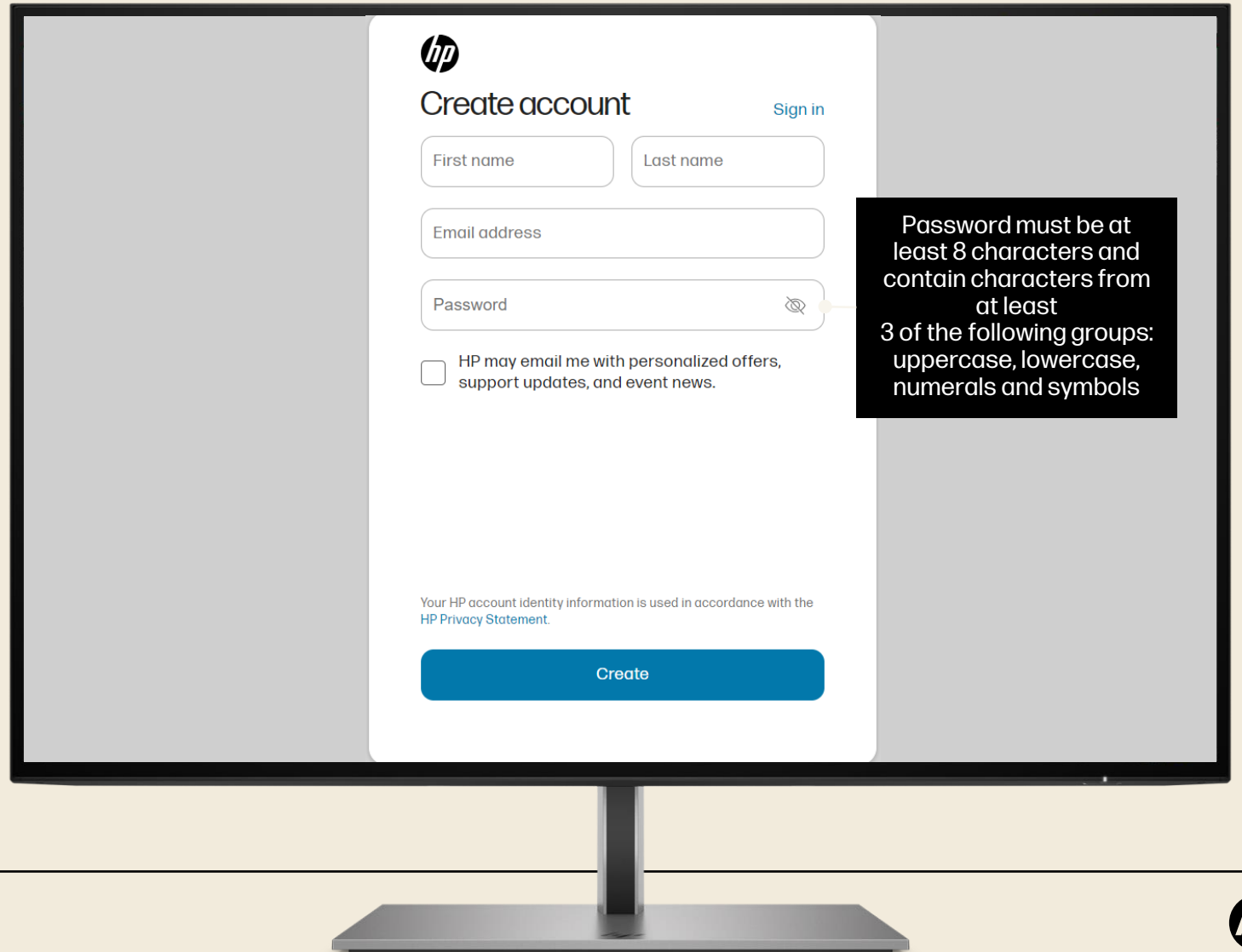
To create an account,  
click on Register



# Create account

Fill in customer information including password

Select CREATE to finish the registration



The image shows a computer monitor displaying the HP account creation page. The page features the HP logo at the top left, followed by the heading "Create account" and a "Sign in" link. Below this are input fields for "First name", "Last name", "Email address", and "Password". A checkbox is present for the option "HP may email me with personalized offers, support updates, and event news." At the bottom of the form, there is a blue "Create" button and a link to the "HP Privacy Statement". A black callout box on the right side of the screen provides password requirements: "Password must be at least 8 characters and contain characters from at least 3 of the following groups: uppercase, lowercase, numerals and symbols".

hp

## Create account

[Sign in](#)

First name Last name

Email address

Password

HP may email me with personalized offers, support updates, and event news.

Your HP account identity information is used in accordance with the [HP Privacy Statement](#).

Create

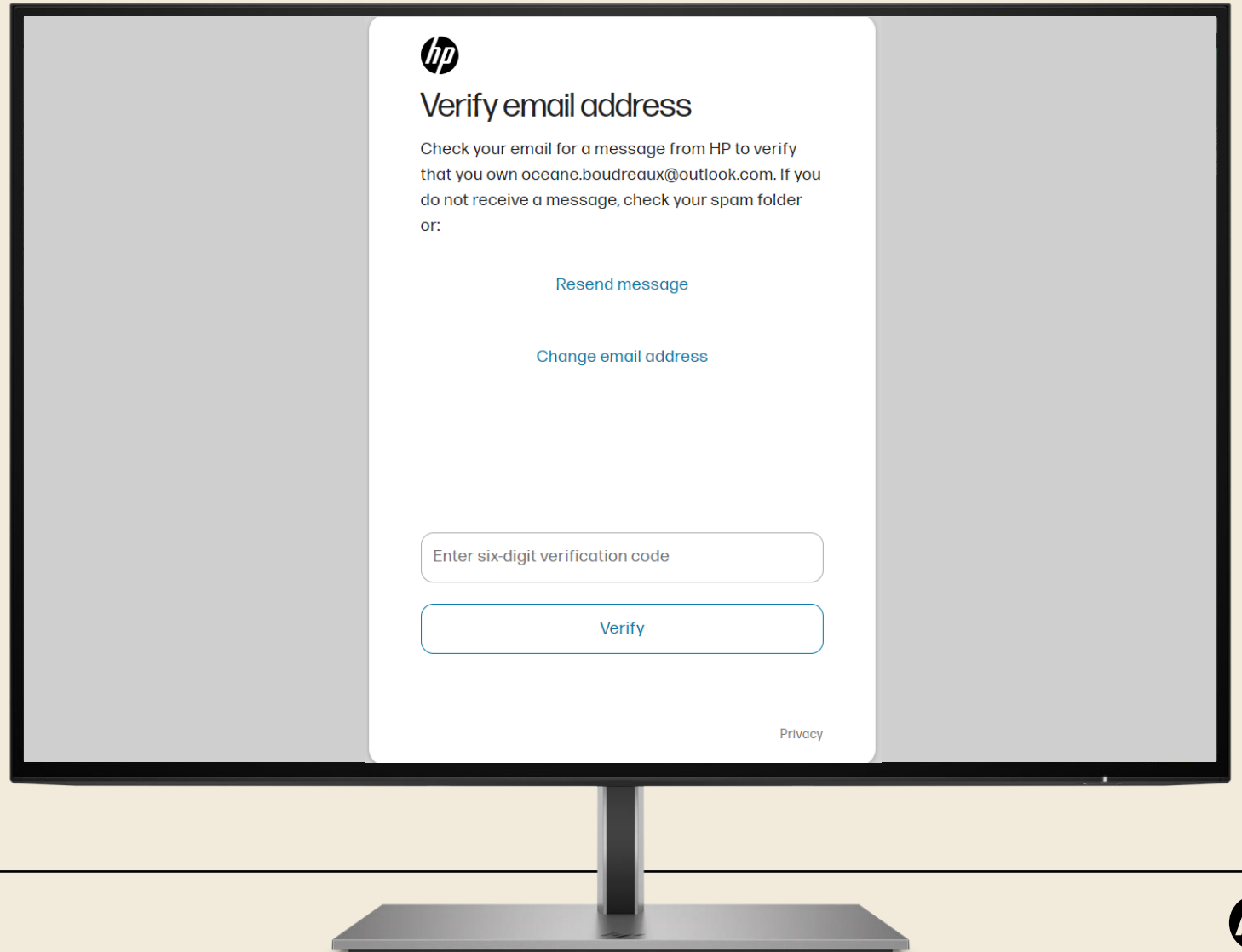
Password must be at least 8 characters and contain characters from at least 3 of the following groups: uppercase, lowercase, numerals and symbols

# Create account

## Email verification

An e-mail will be sent to the email address provided to confirm the registration (either click on the link in the email or add directly the six-digit verification code)

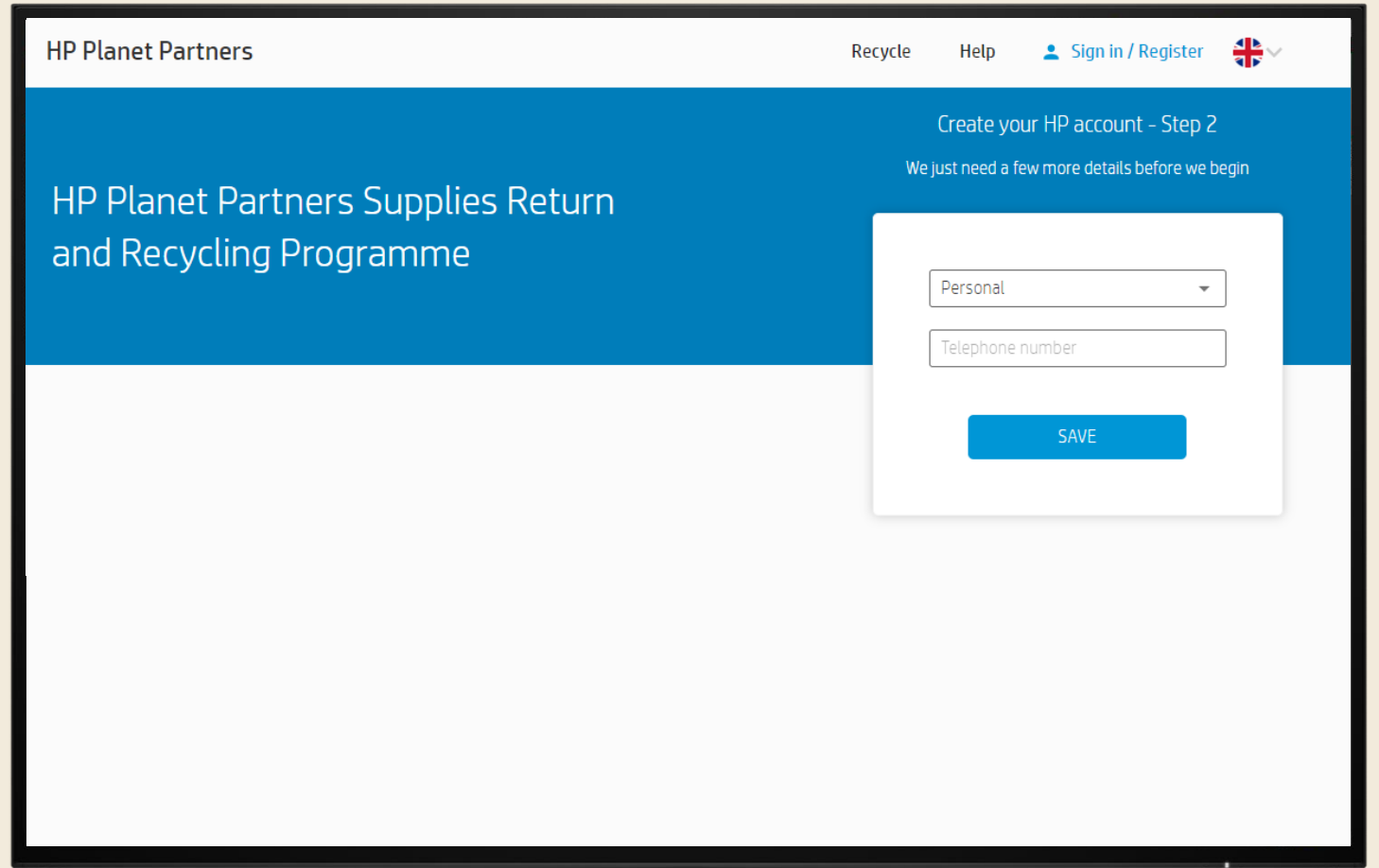
And complete your account by adding your phone number and country.



# Create account

Fill the account and company information.

Select Submit to finish the account creation.



The screenshot shows the HP Planet Partners website interface for account creation. The page has a white header with the text "HP Planet Partners" on the left and "Recycle Help Sign in / Register" with a UK flag icon on the right. Below the header is a blue banner with the text "HP Planet Partners Supplies Return and Recycling Programme" on the left and "Create your HP account - Step 2" and "We just need a few more details before we begin" on the right. A white form box is overlaid on the right side of the page, containing a dropdown menu with "Personal" selected, a text input field for "Telephone number", and a blue "SAVE" button.

# Order a HPPPP Box


**HP Planet Partners**  
Return and Recycling Program




Use this box to return your  
empty **Original HP LaserJet**  
toner cartridges

**It's easy—and it's free!**  
How to recycle your used  
cartridges, drums, fusers and parts

**1**  **Insert**  
Fill box completely.

**2**  **Seal**  
Close and seal box.


**3**  **Ship**  
Ship the box using the instructions  
on the shipping label.

**Please do not include:**

- warranty returns
- ink cartridges
- toner bottles
- non-HP cartridges
- refilled/remanufactured cartridges

[hp.com/recycle](http://hp.com/recycle) 1-800-340-2445

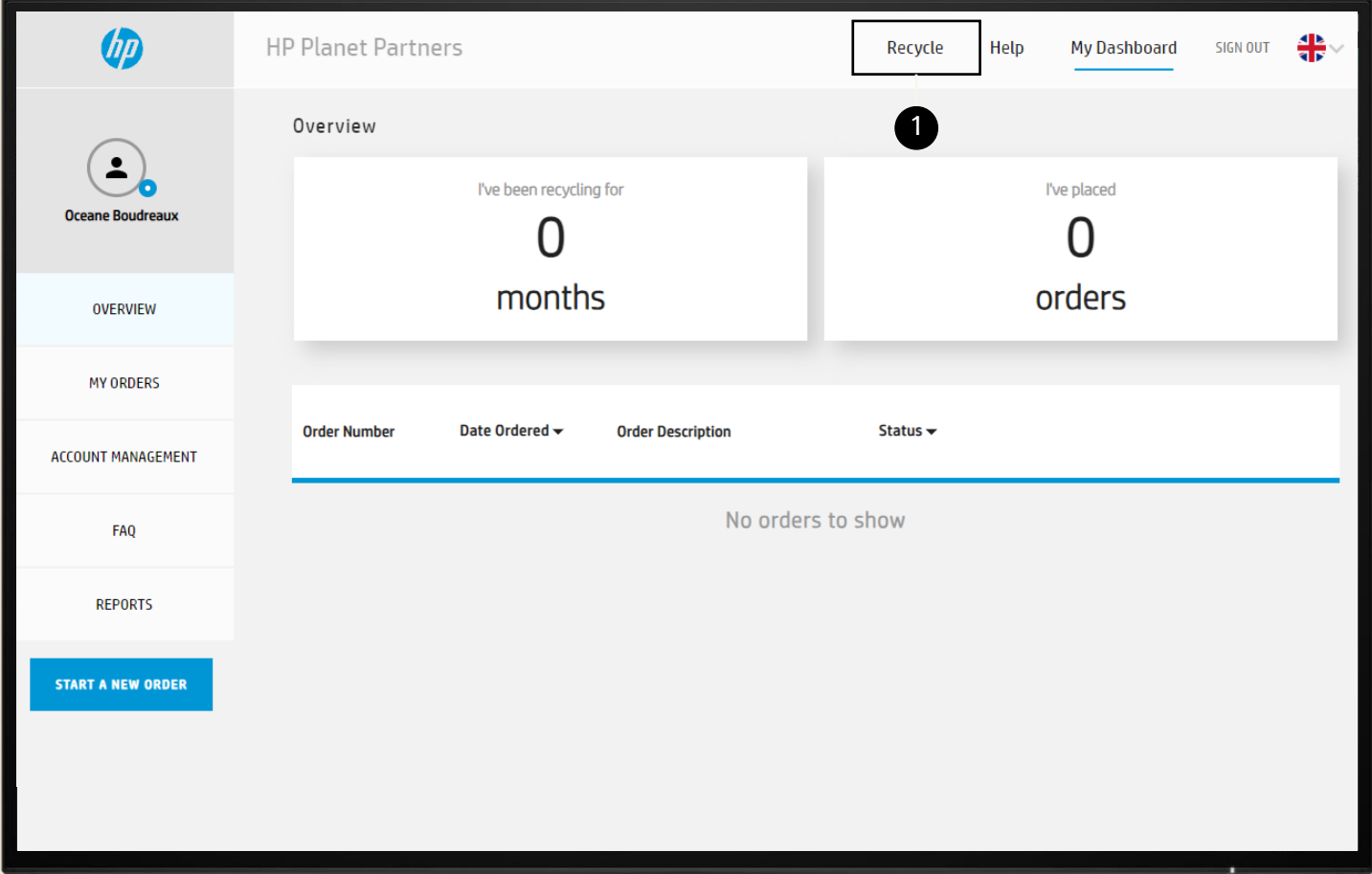
# Order a box

Follow the link 

Two options:

- 1 Recycle
- 2 Start a new order

NOTE: offers vary by country, see [hp.com/recycle](http://hp.com/recycle) for recycling options





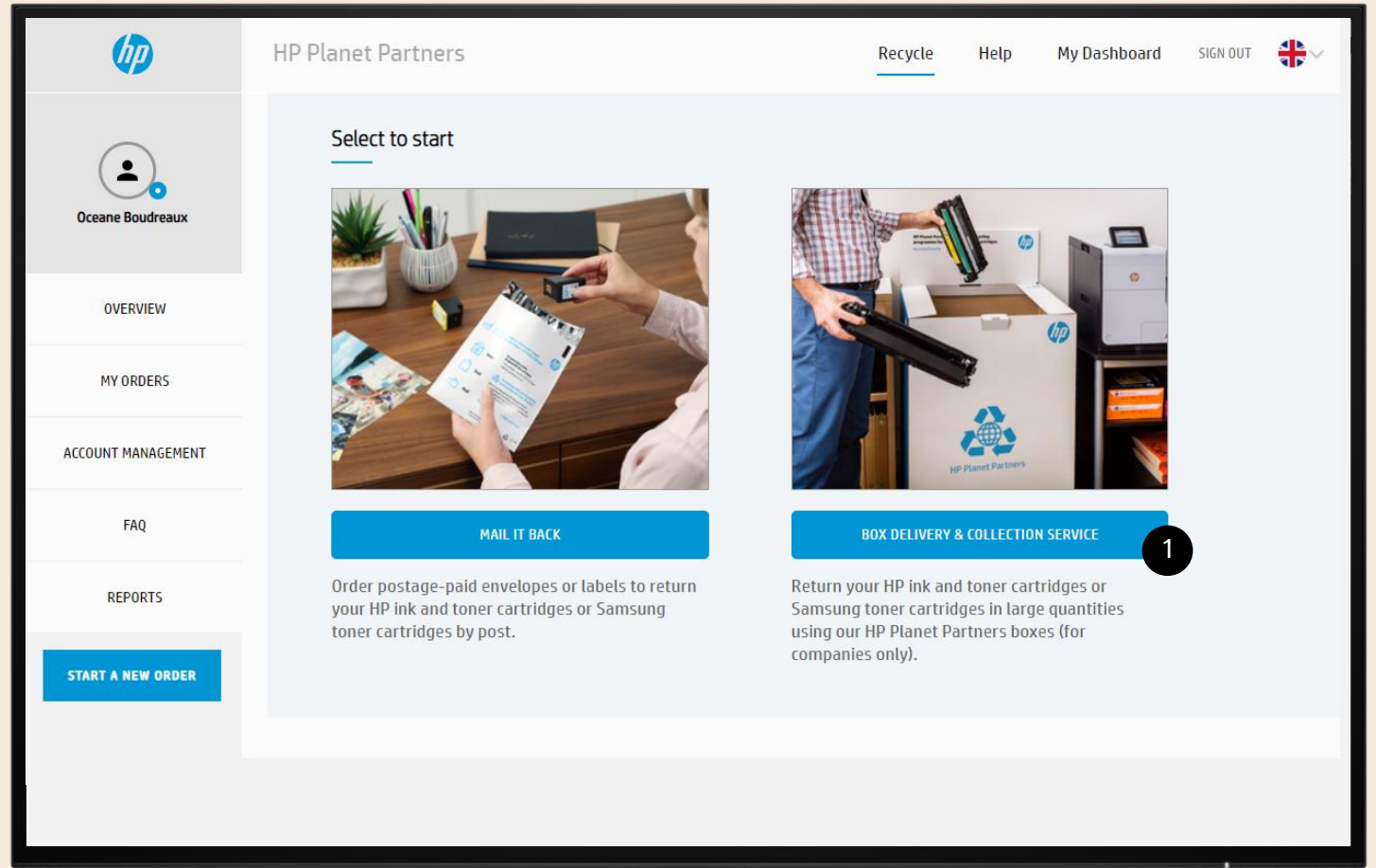
# Order a box

## Select


1

Box delivery & collection service

NOTE: If the customer does not have an account created, it will be redirect to a create account page. Instruction on [page 17](#).



# Order a box

Follow the link 

## Select

1

The products you wish to recycle, then click “Next”

2

Box delivery service

and click “Next” to continue the recycling process.

NOTE: If you do have a HPPP box already, click on box collection service. And follow the instruction directly on [page 28](#)

1

### BOX DELIVERY & COLLECTION SERVICE

What do you want to recycle?

Select the type(s) of cartridge(s) that you want to recycle.



2

### BOX DELIVERY & COLLECTION SERVICE

What service(s) do you need?

Select all applicable service options (i.e. box delivery, box collection, or both).



#### Box delivery service

Order HP Planet Partners boxes to package your HP and Samsung cartridges. Flat-packed boxes will be delivered to your address in a bundle, free of charge.



#### Box collection service

Order a collection if you have HP Planet Partners boxes that have already been filled with your HP and Samsung cartridges and are ready for pickup. Full boxes will be collected from your address free of charge.

# Order a box

## Choose

1

The size and number of empty box you wish to receive

2

Click "Next" to continue the recycling process

NOTE: we allow a maximum of 10 boxes per order

The screenshot shows a web interface for ordering HP inkjet boxes for recycling. The main heading is "BOX DELIVERY & COLLECTION SERVICE". Below it, a question asks "What type(s) of box do you need to be collected?". A note states "Select the required collection quantity for all applicable box types (max 10 boxes per order)".

Under the heading "HP Inkjet boxes", there are two options:

- Medium Ink box**: Holds 100-120 ink cartridges, Dimensions: 40 x 30 x 30 cm. The "COLL. QTY." dropdown is set to 0.
- Large Ink box**: Holds 150-200 ink cartridges, Dimensions: 40 x 30 x 60 cm. The "COLL. QTY." dropdown is set to 2.

A link at the bottom says "Click here to learn how to package your supplies".

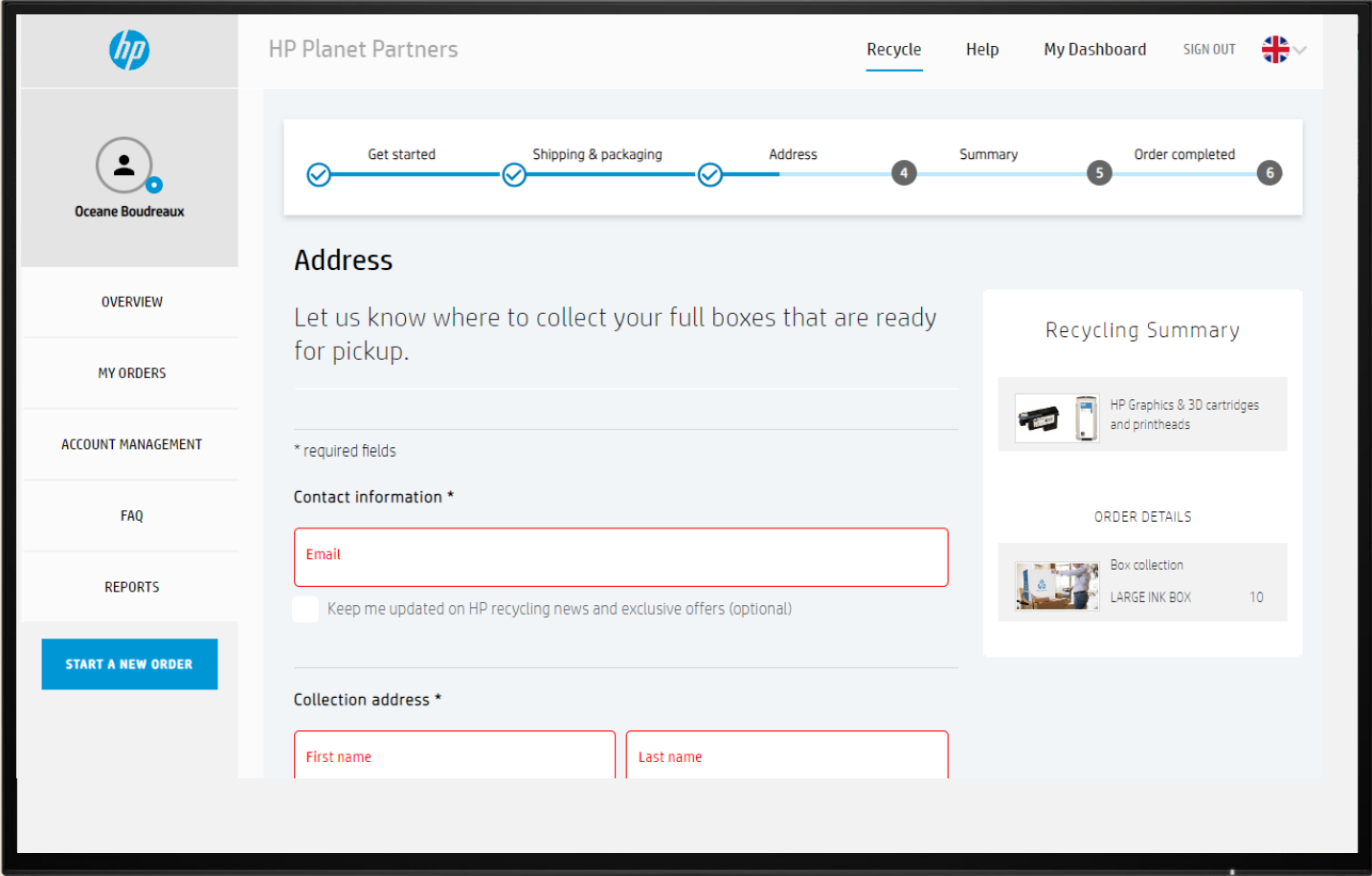
On the right side, there is a "Recycling Summary" section with an icon of ink cartridges and the text "HP Graphics & 3D cartridges and printheads". Below that is an "ORDER DETAILS" section with a table:

Box collection	
MEDIUM INK BOX	0
LARGE INK BOX	2

The HP logo is visible in the bottom right corner of the overall image.

# Order a box a pickup


- 1 Fill out contact information and pick up address.
- 2 Make sure that all information are correct in the summary section.
- 3 And complete your order!



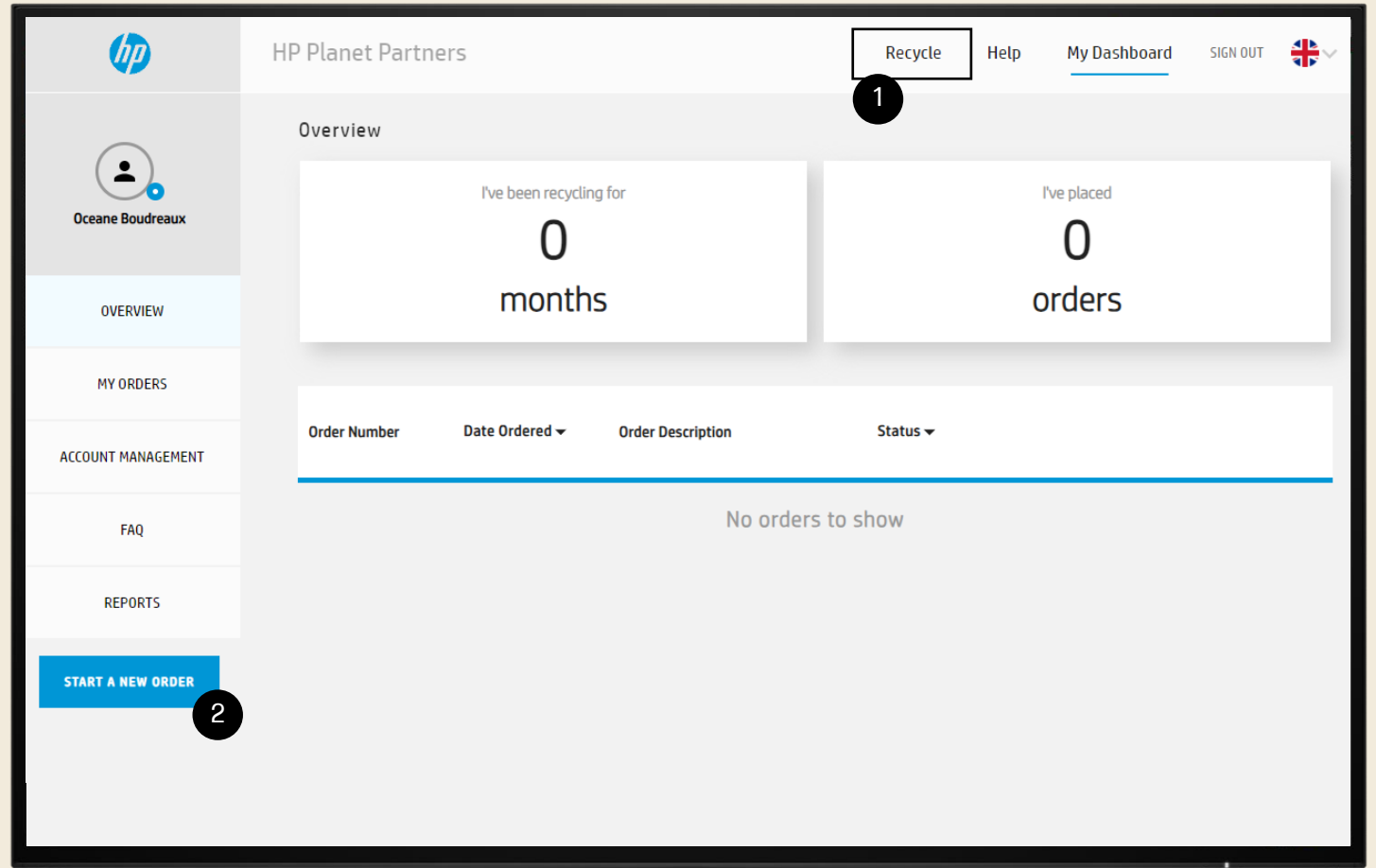
# Request a pickup



# Request a pickup

Follow the link 

The following steps may vary depending on the country



NOTE: offers vary by country, see [hp.com/recycle](https://hp.com/recycle) for recycling options

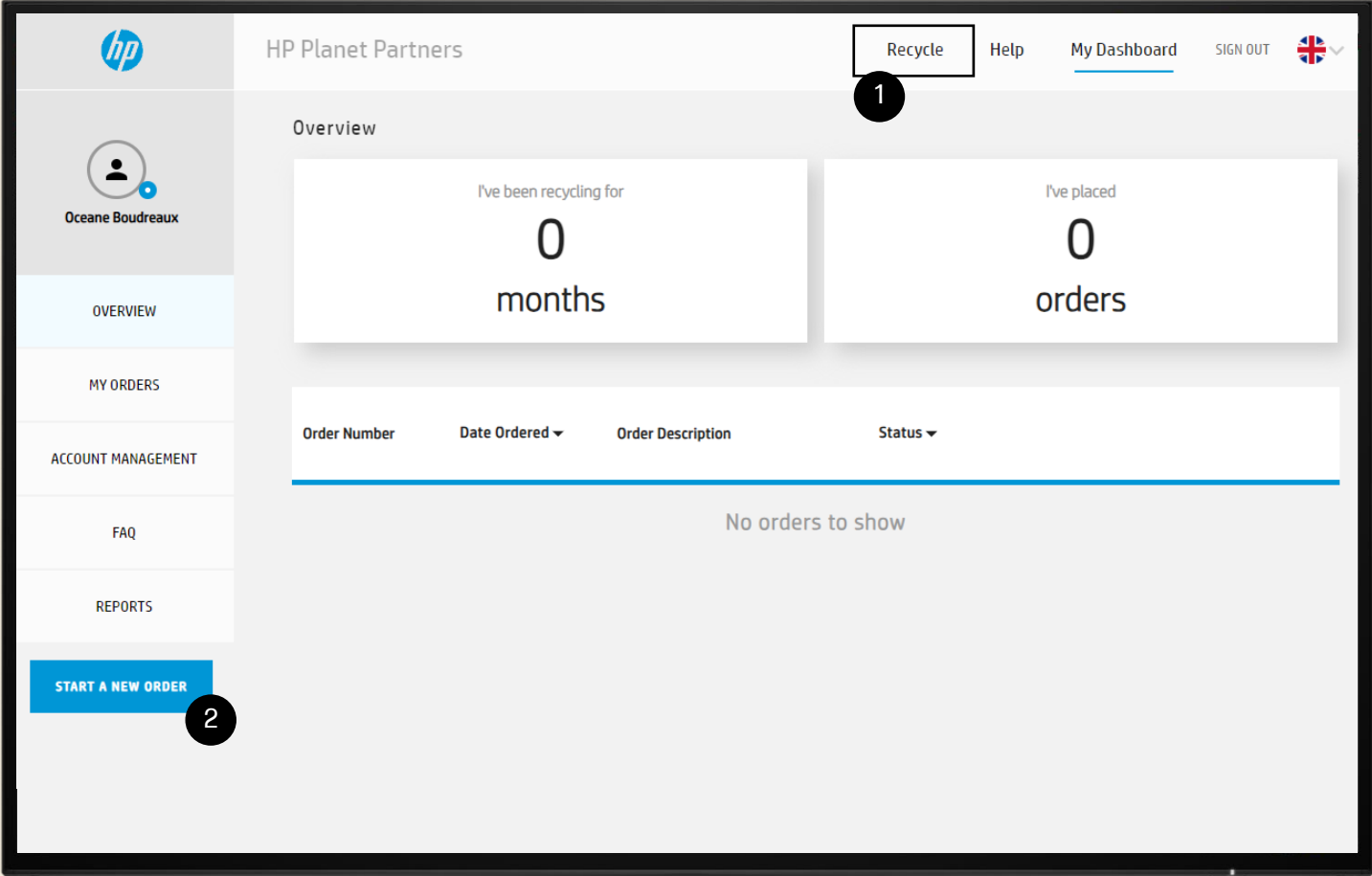


# Request a pickup

Follow the link 

Two options:

- 1 Recycle
- 2 Start a new order



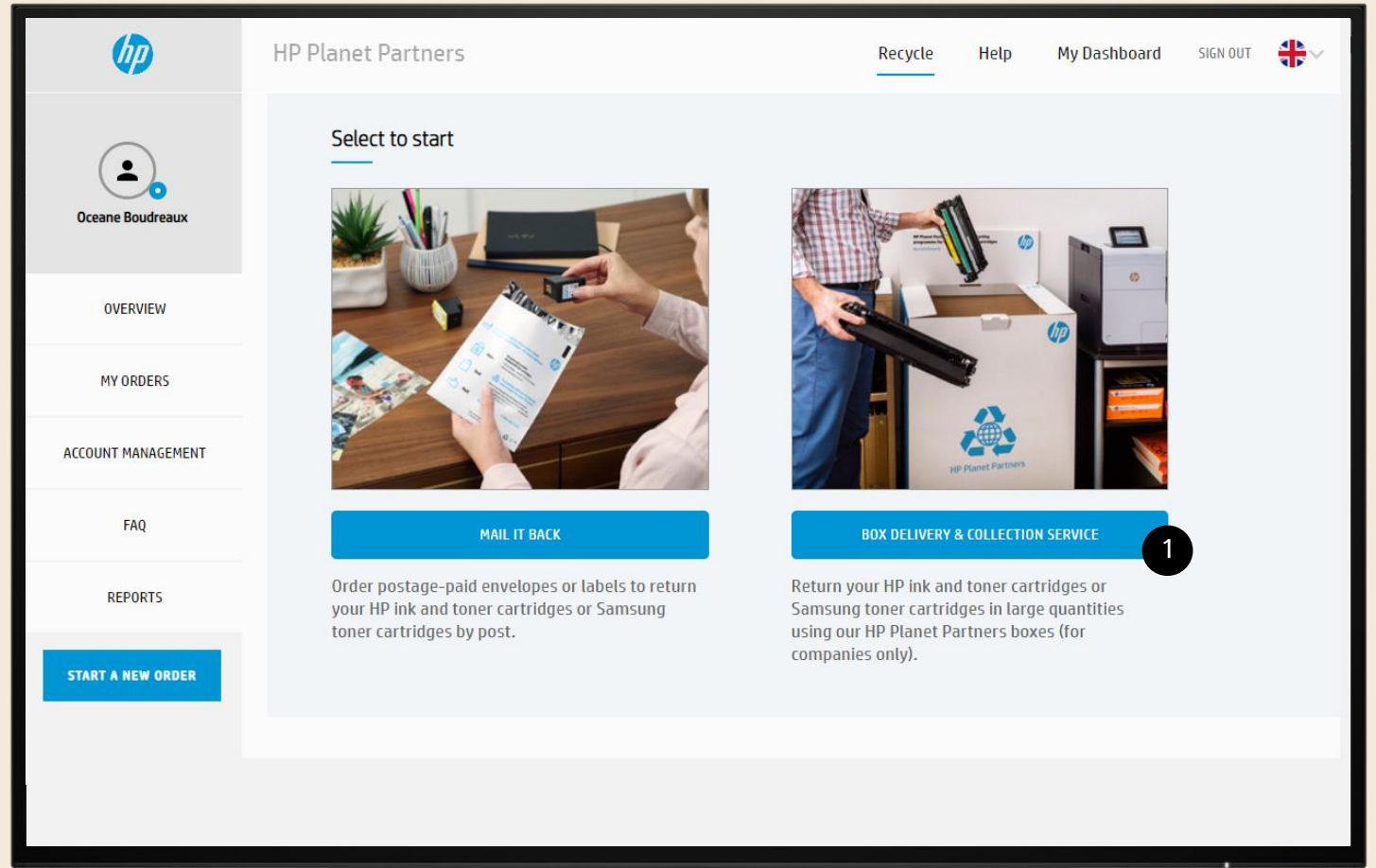
# Request a pickup

Select

1


Box delivery & collection service

NOTE: If the customer does not have an account created, it will be redirect to a create account page.  
Instruction on [page 17](#)





# Request a pickup

Follow the link 

Select

1

The products you wish to recycle, then click “Next”

2

Box delivery service

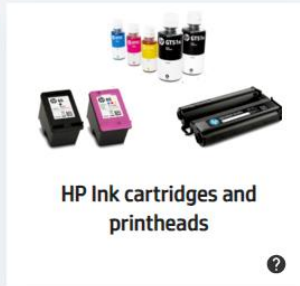
and click “Next” to continue the recycling process.

1

## BOX DELIVERY & COLLECTION SERVICE

What do you want to recycle?

Select the type(s) of cartridge(s) that you want to recycle.



2

## BOX DELIVERY & COLLECTION SERVICE

What service(s) do you need?

Select all applicable service options (i.e. box delivery, box collection, or both).



# Request a pickup

## Choose

1

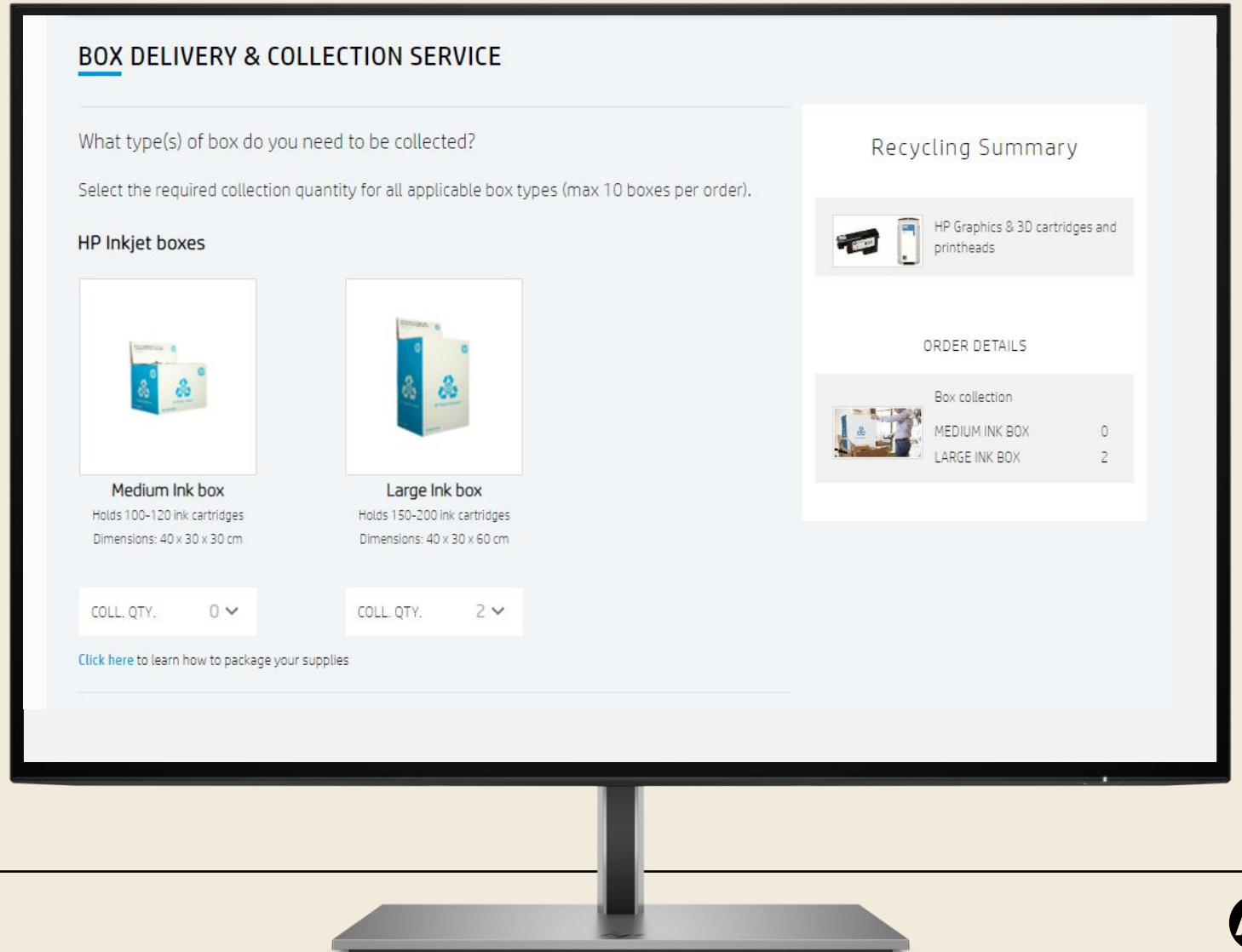
The size and number of empty box you wish to receive

2

Click "Next" to continue the recycling process

NOTE: we allow a maximum of 10 boxes per order.\*

\*Varies depending on the country



# Request a pickup

1

Fill out contact information and pick up address.

2

Make sure that all information are correct in the summary section.

3

And complete your order!

hp HP Planet Partners Recycle Help My Dashboard SIGN OUT

Oceane Boudreaux

OVERVIEW  
MY ORDERS  
ACCOUNT MANAGEMENT  
FAQ  
REPORTS  
START A NEW ORDER

Get started Shipping & packaging Address Summary Order completed

### Address

Let us know where to collect your full boxes that are ready for pickup.

\* required fields

Contact information \*

Email

Keep me updated on HP recycling news and exclusive offers (optional)

Collection address \*

First name Last name

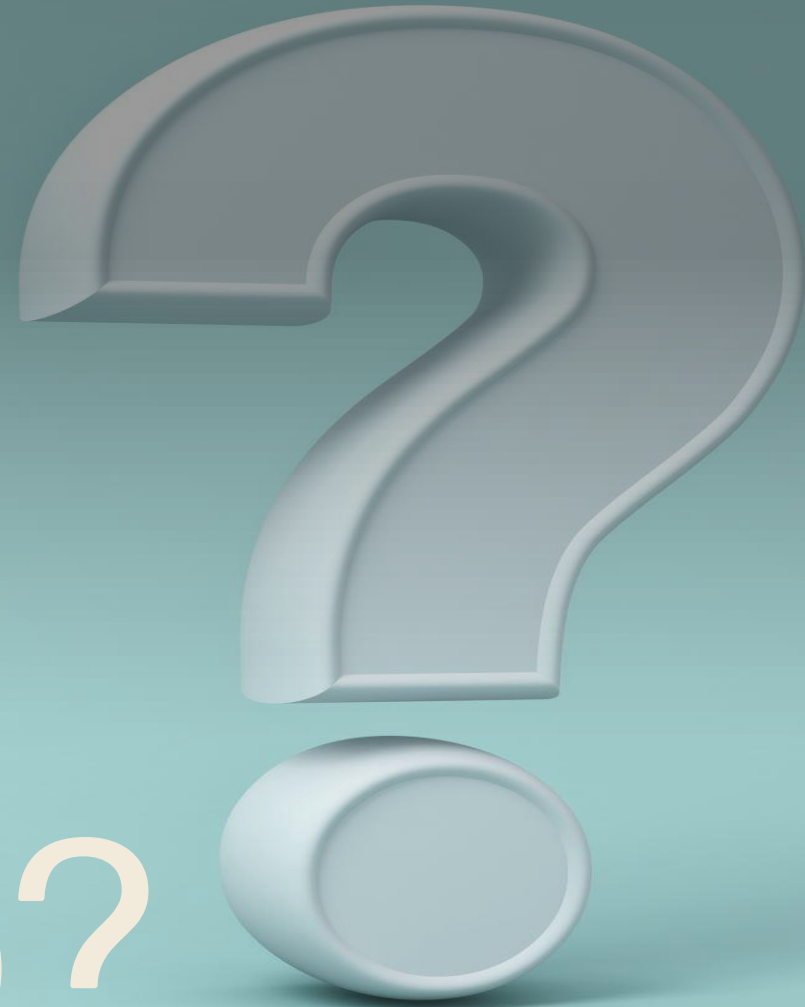
### Recycling Summary

HP Graphics & 3D cartridges and printheads

ORDER DETAILS

Box collection  
LARGE INK BOX 10

Need help?



# Need help?

Region/Country	HP Planet Partner support phone number	Working days M-F	Email
NA	1-800-340-2445	8:00 AM - 5:00 PM EST	hpcustomerservice@ctlsus.com
LATAM			
Argentina	800-345-6588		
Chile	123-0020-7506	9:00 AM - 6:00 PM (GMT-3)	
Colombia	1-800-518-3195 or 1-800-519-1290		
Costa Rica	800-0122-033	7:00 AM - 7:00 PM (GMT-6)	
Ecuador	3800-000-997	8:00 AM - 6:00 PM (GMT-6)	planetpartners_la@hp.com
México	800-0630-233	7:00 AM - 7:00 PM (GMT-5)	
Panamá	800-0239	8:00 AM - 6:00 PM (GMT-5)	
Perú	800-70027	8:00 AM - 5:00 PM (GMT-3)	
Brasil	0800-724-8253		
APJ			apj.hprecycle@hp.com



# Need help?

For use in EMEA only

Country	Phone (Monday-Friday)	Contact
Austria	0810 00 12 16	<a href="#">Customer Support - German</a>
Belgium	026 276 130 (French) / 078 150 028 (Dutch)	<a href="#">Customer Support - French</a>
Bulgaria	---	<a href="#">Contact</a>
Czech Republic	+420 810 260 260	<a href="#">Customer Support - Czech</a>
Croatia	+385 1 77 76 175	<a href="#">Contact</a>
Denmark	70 11 00 02	<a href="#">Customer Support - Nordics</a>
Estonia	+372 6 813 82	<a href="#">Contact</a>
Finland	0203 03311	<a href="#">Customer Support - Nordics</a>
France	0810 27 27 23	<a href="#">Customer Support - French</a>
Germany	069 2999 3427	<a href="#">Customer Support - German</a>
Greece	00800 3315 0443	<a href="#">Contact</a>
Hungary	+36 8 020 0647	<a href="#">Customer Support - Hungary</a>
Ireland	+353 1 908 0848	<a href="#">Customer Support - English</a>
Israel	1 809 45 2899	<a href="#">Contact</a>
Italy	848 800 083	<a href="#">Customer Support - Italian</a>
Latvia	800 8012	<a href="#">Contact</a>
Lithuania	8 800 10000	<a href="#">Contact</a>
Luxembourg	1-800-340-2445	<a href="#">Customer Support - French</a>

Country	Phone (Monday-Friday)	Contact
Morocco	1-800-340-2445	<a href="#">Customer Support - French</a>
Netherlands	020 721 8905	<a href="#">Contact</a>
Norway	81 06 20 15	<a href="#">Customer Support - Nordics</a>
Poland	0801 520 530	<a href="#">Customer Support</a>
Portugal	+351 21 318 00 05	<a href="#">Contact</a>
Romania	+40 31 131 6204	<a href="#">Contact</a>
Saudi Arabia	800 844 7827	<a href="#">Contact</a>
Slovenia	0845 601 4751	<a href="#">Contact</a>
Slovakia	0850 123 958	<a href="#">Contact</a>
South Africa	0800 981 703	<a href="#">Customer Support - English</a>
Serbia	0800 190 560	<a href="#">Contact</a>
Spain	901 900 416	<a href="#">Customer Support - Spanish</a>
Sweden	0771 20 47 22	<a href="#">Customer Support - Nordics</a>
Switzerland	0844 198 100	<a href="#">Customer Support - German</a> <a href="#">Customer Support - French</a> <a href="#">Customer Support - Italian</a>
Turkey	0 (212) 375 5059	<a href="#">Contact</a>
United Arab Emirates	800 017 4762	<a href="#">Contact</a>
United Kingdom	0207 660 3116	<a href="#">Customer Support - English</a>



# WW Service Level Agreement - Response times

Potential Issue	NA	LATAM	EMEA	APJ
Account setup				
Timing to respond to help request and handle potential issue	24 hours for initial response	24 hours for initial response	24 hours for initial response	24 hours for initial response
Box delivery request				
Standard TAT of delivery from request date	7-10 Business days	N/A	≤ 5 days	5-7 Business days
Timing to respond to help request and handle potential issue	24 hours for initial response	N/A	24 hours for initial response	24-48 hours for initial response
Box collection request				
Standard TAT of collection from request date	Same day	24-48 hours	≤ 5 days	5-7 Business days
Timing to respond to help request and handle potential issue	24 hours for initial response	24 hours for initial response	24 hours for initial response	24-48 hours for initial response



# Certificates of Recycling

## Turnaround times

### NA region

Country	TAT certificate (months)
Canada	2.5-3
USA	2.5-3
Puerto Rico	2.5-3

### LATAM region

Country	TAT Certificate (months)
Mexico	3
Colombia	3
Peru	3
Chile	3
Panama	3
Ecuador	3
Costa Rica	3
Argentina	3

### APJ region

Country	TAT Certificate (months)
Australia	2
China	2
Hong Kong	2
Indonesia	2.5-3
India	2
Japan	2
Korea	2
Macau	2
Malaysia	2
New Zealand	2.5-3
Philippines	2.5-3
Singapore	2
Thailand	2
Taiwan	2

### EMEA region

Country	TAT Certificate (months)	Country	TAT Certificate (months)
Austria	1	Latvia	3
Belgium	4	Lithuania	3
Bulgaria	4	Luxembourg	3
Croatia	6	Netherlands	2
Czech Republic	2	Norway	12
Denmark	2	Poland (toner)	6
Estonia	3	Poland (Ink)	2
Finland	1	Romania	3
France	1	Slovakia	2
Germany	1	Slovenia	1
Greece	3	Spain	1
Hungary	2	Sweden	1
Ireland	1	Switzerland	1
Italy	3	UK	2





# Thank you for recycling responsibly

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# Footnotes

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1. Program availability varies. For details, see [hp.com/hprecycle](https://hp.com/hprecycle).
2. According to the report “The Global Transboundary E-waste Flows monitor 2022.” See [https://ewastemonitor.info/wp-content/uploads/2022/06/Global-TBM\\_webversion\\_june\\_2\\_pages.pdf](https://ewastemonitor.info/wp-content/uploads/2022/06/Global-TBM_webversion_june_2_pages.pdf)
3. According to the “Global Resources outlook 2019 - Natural resources for the future we want” by the International Resource Panel of the UN Environment program. See <https://www.resourcepanel.org/file/1172/download?token=muaePxOO>.
4. See our Circularity goals in the HP Sustainable Impact Report. [hp.com/sustainableimpact](https://hp.com/sustainableimpact)
5. Full lifecycle assessment study available upon request.
6. Services available may differ depending on the country. To request HP’s supplies recycling service, go to [hp.com/hprecycle](https://hp.com/hprecycle).
7. Premium Service is available in Denmark, United Kingdom, Sweden, Spain, France, Switzerland, Czech Republic, Germany, and Portugal.
8. Services available may differ depending on the country. To request HP’s supplies recycling service, go to [hp.com/hprecycle](https://hp.com/hprecycle).
9. Material should be consolidated in the loading bay, properly packaged/palletized, and minimum pick up weight above 250 kg (500lb in the US).
10. Subject to country availability and quote acceptance



