

TOSHIBA TEC UK WEEE Customer Statement

The Waste Electrical and Electronic Equipment (WEEE) Regulations (SI 2006 No. 3289) aims to minimise the impact of electrical and electronic goods on the environment, by increasing re-use and recycling and reducing the amount of WEEE going to landfill. It seeks to achieve this by making producers responsible for financing the collection, treatment, and disposal of waste electrical equipment, and by obliging distributors to allow consumers to return their waste equipment free of charge.

For full details of the WEEE directive please visit www.dti.gov.uk

The WEEE directive for collection and re-processing came in to effect on the 1st July 2007.

TOSHIBA TEC has interpreted the WEEE directive legislation and the following programme will highlight the customer process which must be followed for the successful return and disposal of WEEE.

The TOSHIBA TEC customer has the right to choose alternative disposal methods providing that the WEEE directive is followed in full. TOSHIBA TEC will not be held responsible for improper disposal where the customer adopts an alternative procedure to that set out in this document.

Historic WEEE – TOSHIBA TEC product purchased before August 13th 2005. (which will not be marked with the “Wheelie Bin” symbol, as shown below).

TOSHIBA TEC will fund the collection and disposal costs of a complete machine from a customer site, providing that the machine being returned has been replaced on a like-for-like basis by new TOSHIBA TEC equipment.

New WEEE – TOSHIBA TEC product purchased on or after August 13th 2005. (which should be marked with the “Wheelie Bin” symbol)

TOSHIBA TEC will fund the collection and disposal of complete Toshiba machines (including attached peripherals) from a customer site.

TOSHIBA TEC will only collect other manufacturers WEEE providing that the customer does not have an agreement with the producer of the original equipment and providing that the machine was replaced by a machine supplied by TOSHIBA TEC.

On request, a quote can be provided for collecting and disposal of other manufacturers WEEE.

The following information is only for EU-member states:

The use of the symbol indicates that this product may not be treated as household waste. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about the take-back and recycling of this product, please contact your supplier where you purchased the product.



WEEE Return Terms and Conditions

The TOSHIBA TEC UK Head Office based in Hemel Hempstead, will audit machines returned as complete. If the machines are found to be cannibalised a collection charge equal to the costs incurred by TOSHIBA TEC and an additional audit charge of £50 will be levied.

TOSHIBA TEC reserves the right to refuse the funding of a collection if the machine being returned is not like-for-like in the case of historic and Non TOSHIBA TEC WEEE. In this instance a chargeable collection will be offered.

The customer must have unencumbered title to and ownership of the WEEE. Completing a WEEE return form (otherwise known as IER) automatically transfers the ownership to TOSHIBA TEC at zero cost.

The WEEE return form (IER form) must be completed in full and returned via fax or electronically and a collection reference number will be issued before a collection is arranged.

Once the customer has been issued with a collection reference number (IER number), it is the customer's responsibility to make arrangements for collection of the WEEE, with the Toshiba Authorised Carrier. Should the Toshiba Authorised Carrier, for any reason, be unable to collect the WEEE, the cost of the transportation will be borne by the customer.

All data which may be confidential or sensitive must be removed from the machine by the customer before it is returned. TOSHIBA TEC will not be liable for future disclosure of this information if it has not been removed correctly by the customer.

Machines must be packaged safely and securely for return transportation (as advised in step 3 of the customer WEEE procedure)

All WEEE received back to TOSHIBA TEC will be inspected to ensure that the details of the equipment match the information provided in the WEEE return form (IER form). Should the details differ, the customer will be charged for the transportation and disposal costs.

A WEEE returns form (IER form) will be issued for one carton up to 30kg, should you require to return bulk WEEE, please contact your Account Manager to discuss an appropriate method of transportation.

TOSHIBA TEC will dispose of all WEEE using SIMS Recycling. Further information about the services provided by SIMS Recycling are available on request.

Customer WEEE Procedure

Step 1 – Completing the WEEE Return Document

The WEEE return form (IER form) is attached with this returns procedure and is also available electronically on request.

If the customer is liable for the return cost (as stipulated in the WEEE Terms and Conditions of this programme) then the customer can choose to make the delivery arrangements themselves or alternatively request a collection quote from TOSHIBA TEC Sales Administration Dept.

The WEEE return form (IER form) must be completed and faxed to TOSHIBA TEC (or e:mailed to TOSHIBA TEC) Sales Administration Dept .

The Sales Administration Dept will contact the customer with an IER Collection Reference number and the details of the Toshiba Authorised Carrier, to enable the customer to make their own collection arrangements.

The following mandatory fields must be completed before we will collect the WEEE.

- Customer information (name/address etc)
- Account Number
- Machine Model Number
- Serial number of return machine
- Historic or New (purchased from TOSHIBA TEC before or after 13th August 2005)
- Machine status (Complete/Cannibalised)
- Replacement machine model
- The serial number of the machine installed which prompted this collection.
- Signature to confirm that the ownership will be passed to TOSHIBA TEC and the terms and conditions are accepted

Step 2 – Preparing the Return of machines

The customer must ensure that a copy of the WEEE return form (IER form) accompanies the delivery.

The machines will be collected by a Toshiba Authorised Carrier from a customer site.

The WEEE Return label must be completed (see attached) and securely attached to each machine making sure they are clearly visible. (Labels are available from TOSHIBA TEC on request).

Step 3 – The WEEE Collection

The WEEE must be made available for collection on the agreed date and time with the Toshiba Authorised Carrier.

The machines must be securely package to enable safe transit. Failure to package the machine appropriately will result in refused collections. We reserve the right to charge the customer for any failed collection charges incurred.

A collection note will be signed by an operative and a member of the customer's staff, this document will list the quantity of equipment being collected. One copy will be left with the customer and another copy returned to the TOSHIBA TEC UK Office.

For clarification or further information about any of the elements of the TOSHIBA TEC WEEE Customer Statement, please contact marketing@toshibatec-eu.co.uk.

Inventory of Equipment Recycled (IER) Number

You **must** fill out one of these forms and get an I.E.R. number before you can return any item for recycling.

If you return any item without approval it will be refused and returned to you.

Please provide the following contact information

Name:	<input type="text"/>	E-mail:	<input type="text"/>
Organisation:	<input type="text"/>	Daytime Phone:	<input type="text"/>
Contact	<input type="text"/>	Date:	<input type="text"/>
Your TOSHIBA TEC Account Number:	<input type="text"/>	Your Ref:	<input type="text"/>

Products to be returned:

SERIAL No	MODEL/PART NUMBER	QUANTITY	MACHINE STATUS	HISTORIC OR NEW WEEE	REPLACEMENT MACHINE DETAILS

Return Information

- o Carefully package the items
- o Ship only the items that are listed
- o This form **MUST** be attached to the outside of the packaging ensuring that the IER Number is visible or the package will be refused on receipt

SIGNATURE (all forms must be signed)

RETURN SHIPPING ADDRESS

In order to prevent any delays, please remember to fill out all fields on this form

DO NOT SEND ANY PRODUCTS BACK UNTIL YOUR IER IS APPROVED

Customer WEEE Return Label for each machine

Customer WEEE Return Label	
<i>Complete all sections and attach to each machine</i>	
Machine Model:	
Machine Serial Number:	
Complete or Cannibalised?	
Historic/New?	
<p>TOSHIBA TEC UK Operations</p> <p>Spring Way</p> <p>Maylands Ave Ind Est</p> <p>Spring Way</p> <p>Hemel Hempstead, Herts</p> <p>HP2 7GG</p>	<p>Sender Address:</p>
Comments	