



EXCITING CHANGES!

Toshiba is pleased to announce their new customer portal! This new website (toshiba-recycle.com) is designed to give Toshiba customers easy access to register, access customer information, place orders for recycle materials and obtain tracking information. You will also be able to pull returns a report that show how many units and weight your facility has recycled which can be used in your environmental reporting! If you have any questions, either go to the website above or call our customer service at 1-866-665-6713.

Collection and Recycling Procedures

To Begin:

1. Assemble the collection box.
2. Line the collection box with one clear box liner.
3. Remove all packaging from the cartridges before placing in the collection box.
4. Put ANY imaging consumable from ANY laser printer, inkjet printer, fax machine, or photocopier into the box.

When your Collection Box is Full:

1. Seal the collection liner with an enclosed zip tie.
2. Break the tabs on the flaps and seal the collection box securely with packaging tape.
3. If FedEx currently picks up or delivers to your locations, leave the full & sealed box at your FedEx collection point.
4. If you need to schedule a pick (for business locations only), make sure to have your label ready when you do one of the following:
 - 1- Go to fedex.com and select US for country code, DO NOT USE your company log on, we do not want you to get charged for this.
 - Under Quick Access, (print is in purple) select Schedule a pickup. Below and to the right of the You Tube video you select the option for Ground Return Pickup.
 - Next screen will ask for Tracking ID...the Tracking ID is located on the shipping label, under the bar code. DO NOT include the number in parentheses- use the numbers following the parentheses.
 - Fill out the rest of the fields with your company information.
 - Select schedule pickup.
 - 2- OR Call 1-800-GoFedEx and say "Ground Return Pickup".
5. Insert a new liner into a new collection box and repeat the collection process.

To order more collection boxes:

Please call 1-866-665-6713 and request additional boxes from any of our customer service representatives and more collection boxes will be sent to you in 3-5 business days.