

Q. What is e-waste?

A. E-waste is a popular term used to describe electronic products at the end of its “useful life, such as outdated computers, tv’s, stereo equipment and cell phones.

Q. Who are you using to recycle our e-waste?

A. Electronic Recyclers International (ERI) is our recycler. They are based in Fresno, CA. They are authorized as a recycler and collector of electronic waste by the state of California.

Q. Are they in compliance?

A. ERI has documented compliance with **Department of Toxic Substances Control (DTSC)**, **Environmental Protection Agency (EPA)**, **California Integrated Waste Management Board (CIWMB)**, and **Occupational Safety & Health Administration (OSHA)** regulations.

Q. How much e-waste is recycled?

A. 100% of all materials are recycled

Q. How are these materials recycled?

A. **Glass-** Glass from TV’s and computer monitors are separated and then placed into a CRT (Cathode Ray Tubes) Crusher. The crusher breaks the glass, which is then placed into a tightly sealed bin and transported to a glass company for recycling.

A. **Plastic-** Plastic is removed from the electronic waste. Once the plastic is removed it is separated into two types. Each type of plastic is shredded and/or bailed and then sent to a plastic recycler that prepares it for use in the manufacturing process.

A. **Metal-** Metal is removed through a separation process. After separation the metal is shredded and sent to a smelter for recovery and/or bulked for a recycler to use in the manufacturing process.

Q. Is my equipment shipped overseas?

A. No whole units are shipped overseas. Since the equipment is shredded, materials are in a segregated state ready to be recycled as feedstock for the manufacturing process. A bar code tracking system is also used to track e-waste in all stages of the recycling process; this ensures compliance with environmental regulations.

How do I know my information is not being used for or stolen?

A. All materials are processed within 24 hours by ERI and any electronic data is 100% destroyed through a shredding process.