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# Recycle For Breast Cancer Help Center

*All Articles in All Categories*

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☐	
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☐  
WE ARE LOCATED IN PA AND WOULD LIKE TO SHIP (OUR EXPENSE) - MONITORS, COMPUTERS, ETC. TO YOUR LOCATION. IS THIS POSSIBLE?☐

☐  
PLEASE ADVISE☐

☐		
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## **Does Hewlett-Packard pay me for returning empty cartridges?**

No - HP does not offer financial incentives for returning empty print cartridges. They do offer a free, easy to use, recycling program for their original LaserJet and Inkjet print cartridges. HP offers a return and recycling program to support their company's commitment to the environment.

From the HP website FAQs

## **How do I ship my ballot box back to you?**

How To Ship and Seal Your Ballot Box

<http://recycleforbreastcancer.org/ballotboxshippinginst.htm>

<IMG src="http://recycleforbreastcancer.com/kb/admin/images/BALLOTBOXCLOSEINSTR.gif">

## **What are the hours and where is your drop off center located?**

Recycle for Breast Cancer  
31 Beta Ct., Suite C  
San Ramon, CA 94583

Hours: 9:30am - 4:30 pm  
Days: 7days per week  
Closed: Major Holidays

Go here for complete details >>>  
<http://www.recycleforbreastcancer.org/dropoffanytime.htm>

## **What are the hours of the recycling center during the holidays?**

For the 2006/2007 year

Thanksgiving Holiday  
Wednesday, November 22nd

Thursday, November 23rd

Friday, November 24th

9:30am - 11:00am  
Closed  
Closed

Christmas Holiday  
Saturday, December 23rd

Sunday, December 24th

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Monday, December 25th

Closed  
Closed  
Closed

New Years Holiday  
Saturday, December 30th

Sunday, December 31st

Monday, January 1st

Closed  
Closed  
Closed

## **What is the best way for me to ship my laser toner cartridges?**

Please Help Us Reduce Our Shipping Costs

The continued success of this program relies on us keeping our shipping costs down.

Please ship as many laser toner cartridges on 1 shipping label as possible.

Here are some tips >>>

<http://www.recycleforbreastcancer.org/shippingtips.htm>

## **Where is the FedEx label on the collection box?**

The FedEx label is preapplied to the back side of the front sign that says "Recyclefor Breast Cancer Collection Box". You must detach the flap from the underside of the box.

Go here if you cannot find it >>>

<http://www.recycleforbreastcancer.org/ballotboxshippinginst.htm>

## **Shipping Instructions** Tips & Guidelines

## **Can I ship a digital camera from BC, Canada?**

Yes, you can ship a camera to us but our prepaid shipping labels are for the US only. You would need to ship it to us on your own. You can send it any method that you choose.

Our address is:

RFBC  
31 Beta Ct., Suite C  
San Ramon, CA 94583

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Attn: Program Manager

## **Do I need to use packaging material when getting the boxes ready to ship?**

If you leave the cartridges in their original boxes, we receive them in the best condition. The original boxes should then be placed in a larger box. If the laser cartridges come without their original box, pack them with packing material such as newspaper, peanuts or bubble wrap. Inkjet cartridges are best protected if you put them back in their original boxes. If you do not have the original packaging please wrap them in paper or plastic so the electronics do not get damaged during shipment.

## **Do you provide shipping boxes for laser cartridges?**

Because we are a recycling company, we ask that you reuse boxes that have already been used. Many of our offices ask their custodians to save large boxes. You can use computer boxes, but any large box will work. Other places to look for boxes are office supply stores, discount stores, grocery stores, etc.

If you cannot find any boxes, let us know and we will send you some.

## **How do I contact FedEx to schedule a pickup?**

FedEx will pick up your package at your residence or business for free.

To schedule a pickup:

Go to <http://www.recycleforbreastcancer.org/fedexpickup.htm> and schedule your free pick-up online.

## **How do I ship my cartridges?**

We will provide you with pre-paid envelopes or shipping labels as long as you meet the minimum requirements. <I>Pre-Paid Mailing Envelopes</I> can be dropped in the mail, <I>Pre-Paid Shipping Labels</I> can either be picked up by UPS/FedEx or dropped off at the local depot.

## **How should I package my cores for return?**

The original packaging is always the best way to protect the cores during shipping. Inkjet cartridges can be packed in the original boxes and then placed in large shipping cartons. Toner cartridges in the original boxes can be taped together in bundles of eight or ten using shipping tape or placed in larger shipping cartons. Fuser cores should be placed into the original packaging including the plastic and packaging foam. If the original boxes and packing materials are not available, please use bubble-wrap, peanuts, newspaper or other material to protect the cores.

## **I have all my cell phones ready what do i do now?**

Please go to <http://www.recycleforbreastcancer.org/cellphones.htm>

and fill out the form.

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## **If I want to send you a Epson Printer to recycle, do I ship it to the 31 Beta Ct, Suite C address?**

Yes that is correct. Thank you!  
Recycle for Breast Cancer  
31 Beta Ct., Suite C  
San Ramon, CA 94583

## **What is the FedEx Tracking ID#?**

FedEx PRP Ground Return Label

<B>Tracking ID from label:</B> the ID is the set of numbers (after the parenthesis) under the large bar code on the label. Please review the label if you are having difficulty locating this ID.

You can schedule a free pick-up at your business or residence online at >>>>  
<http://www.fedex.com/grd/rpp/ShowRPP.do?cc=US&language=en>

<IMG src="http://recycleforbreastcancer.com/kb/admin/images/FedExTrackingID2.jpg">

## **Cell Phones, Pagers & PDAs** Questions & Answers

### **Assembly Instructions - Ballot Box**

Assembly Instruction - 10x10x10 Ballot Box for inkjet Cartridges, Palm Pilots and Cell phones

For assembly instructions please go to <http://www.recycleforbreastcancer.com/ballotboxinstr.htm>

### **Can I remove the SIM cards from the phones?**

Yes you can - we do not need it.

### **Can you please tell me where I can get a ballot box to place in our business to start gathering cell phone to be recycled? Thank you.**

You can order ballot boxes online at

<http://www.recycleforbreastcancer.org/ordersupplies.htm>

Each box hold approximately 25-35 items.

You can find assembly instructions here

<http://www.recycleforbreastcancer.com/ballotboxinstr.htm>

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You can find shipping instructions here

<http://www.recycleforbreastcancer.org/ballotboxshippinginst.htm>

### **Do I have to erase my information on phone before I send it in?**

No, this is not necessary. Our technicians will do this for you. The phones will be reset to factory defaults. If you have critical information such as your social security number or credit card number stored in your cell phone, we suggest you delete it in case your phone is lost during shipping.

### **Do you accept HP Q1300 or Q2100 toner cartridges?**

Could you please provide us with the brand so we can better assist you.

### **Do you accept regular home phones?**

Yes we do. They need to be dropped off at our local warehouse or shipped to us.

Unfortunately we cannot provide a prepaid shipping label for this item.

### **Do you recycle cell phone batteries?**

When mailing in your cell phone we do not require the battery. Please do not send extra batteries purchased with your cell phone. We already have so many and it increases our costs for shipping. It is OK to send the original battery or the one that is attached with the cell phone.

### **Do you recycle cordless phones like you use in your house or know who does??**

We cannot recycle home/LAN line phones. They must be brought to our local warehouse in San Ramon, CA.

Or you may ship them to us. Unfortunately we cannot provide a prepaid shipping label for this item.

### **Do you want the hands free cord or other accessories?**

Shipping or Mailing:

No, please do not send in cords, adaptors, ear pieces, manuals, leather cases or other accessories you may have purchased with your cell phone. We already have so many and it only adds to the costs for shipping them back to us.

Drop Off:

Yes you can bring the cords, adaptors, ear pieces, manuals, leather cases or other accessories you may have purchased with your cell phone.

### **Do you want the original software CDs that came with the cell phone?**

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No we do not need them. They are all available from the manufacturers websites.

**I have an old cell phone and PDA that I would like to donate but do not know how to erase the data that is in there before I send them in. Is there an easy way to do this? Also, do you want the chargers, plugs, etc. that go along with them? Thanks! Amy**

You can erase the data by selecting the "restore defaults" function on the cell phone. The PDA can be reset by doing a hard reset. Both these procedures should be explained in the item's manuals.

**I have the charger and car charger. Do you want that?**

We do not need any of the accessories. Including manuals, car chargers, wall chargers, power cords or leather cases. We already have so many of these items. We ask that you do not mail or ship them using our prepaid envelopes or shipping labels. It only increases our shipping costs.

You may bring them to our warehouse in San Ramon, CA.

**I have two non-working PDAs. Do you accept the cradles with the PDAs?**

Yes we do. Please send all cradles, sync cords and adaptors with your PDA.

**I see you recycle business phones; any suggestions on how to recycle household phones?**

We can recycle these this item at our San Ramon, CA location.

**I was looking to send you my old cell phones and it stated that there was a 911 program for woman shelters. What exactly is that?**

The FCC began requiring wireless providers to automatically patch through any emergency calls made through their networks. Subscriber or not, bills paid or unpaid, anyone with a cell phone and a mobile identification number was thus guaranteed to see their 911 calls completed. Every cell phone must be able to make a 911 call. Cell phones that we recycle that do not have value for our program but still work are donated to women's battered shelters for 911 emergency use.

**Is there any point to recycling a cell phone if it does not have the smart card?**

Yes, the smart card is not needed in order to recycle your cell phone with us.

**My handspring Visor is basically dead. I would like to recycle it. Will you still accept the donation?**

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Yes, we accept PDAs and Palm Pilots in working or non working condition.

### **We have the cradle only for a palm pilot - do you take these? Thank you.**

We cannot provide a prepaid shipping label for just the cradle. If you would like to ship it at your expense we will happily accept it.

### **What cell phones do you accept?**

We accept all cell phones. (except bags phones) Go to Cell Phones to request a shipping box or label. Please do not send charges, cases, manuals, ear pieces or other accessories.

### **What happens to the cell phones once RFBC receives them?**

The cell phones go in one of three directions, depending on condition, type and age. They are either refurbished and resold back into the market, broken down in to precious metals and plastics and recycled or given to organizations like homeless and womens shelters for the 911 emergency call program.

### **What happens to the information that is on the cell phone?**

Most cell phones are "wiped clean" and reprogrammed. Our technicians will reset the cell phone to factory defaults. If you have sensitive information on your phone we recommend you erase it before sending us the phone just in case it should get lost in transit. We can also tell you how to do this on most cell phones. Please contact us with the make and model number.

Please make sure you cancel the service on the cell phone you send us. We cannot do this for you.

### **What if my PDA will not hold a charge? Do you still want it?**

Yes we do!

### **Why don't you accept cell phone batteries and other accessories?**

Unfortunately, cell phone batteries and accessories such as leather cases, chargers, etc have no recycle value for this program and are very expensive to ship.

Also, we currently have a large supply of al these items.

Except for the original attached battery, we ask that you do not send them in so we can keep our shipping costs down. If your cell phone does not have a battery, we still want it. Please send it in without the battery.

**Drop Off Center**

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## What are the hours and where is your drop off center located?

Recycle for Breast Cancer  
31 Beta Ct., Suite C  
San Ramon, CA 94583

Hours: 9:30am - 4:30 pm  
Days: 7days per week  
Closed: Major Holidays

Go here for complete details >>>  
<http://www.recycleforbreastcancer.org/dropoffanytime.htm>

## Do you accept a working Hepa filtration, air filter, made by Honeywell? If so can I take it to your drop off center? Thank You.

Yes, (as long as it is NOT a large commercial grade hepa filter) you can bring that item to the San Ramon, CA warehouse.

HELLO,☐

☐

**WE ARE LOCATED IN PA AND WOULD LIKE TO SHIP (OUR EXPENSE) - MONITORS, COMPUTERS, ETC. TO YOUR LOCATION. IS THIS POSSIBLE?☐**

☐

**PLEASE ADVISE☐**

☐

**THANKS**

Unfortunately we are not allowed to accept any monitors or items with a CRT tube from outside California.

Yes we can accept computers, printers, cables, and other computers equipment from outside of California.

For a complete list (except monitors and TVs) go to >>>

<http://www.recycleforbreastcancer.org/dropoffanytimelist.htm>

Hi,☐

☐

**I have donated in the past and really appreciate this service, along with the fact that it helps such a great cause! I plan to bring more this weekend and wanted to know if you take old PC cards or PCBs, such as modems, video card, or electronic device internals?☐**

---

□

## **Thanks, Joe Davis**

Yes, we accept all components, old PC cards, PCBs, such as modems, video cards, or other electronic device internals at our San Ramon, CA location.

## **Do you take printers and copiers?**

Yes we can at our San Ramon, California location.

## **Do you take CD's, VCR tapes, DVD's, and computer diskettes for recycling?□**

**Thanks, □**

**Claudine□**

Yes we can. They can be dropped off at our San Ramon, California facility. For more information please visit:

<http://www.recycleforbreastcancer.org/dropoffanytime.htm>

## **Do you recycle typewriters?**

Yes we can recycle working and nonworking typewriters at our San Ramon, California facility. For more information, visit

<http://www.recycleforbreastcancer.org/dropoffanytime.htm>

## **Inkjet Cartridges** Questions & Answers

## **Do you accept Epson ink cartridges from the Epson stylus Photo R320 printer?**

Sorry - this program cannot recycle any EPSON inkjet cartridge.

## **Do you accept the following Canon ink cartridges: BCI-3eBK, BCI-3eM, BCI-3eY and BCI-3eC?**

They are actually considered "ink tanks", sorry we cannot recycle these at this time.

## **Do you know of a company who takes Epson ink tanks for recycling?**

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No, not at this time. You may want to contact Epson.

### **Do you take HP 57 or 56 ink cartridges?**

Yes we do - the list we have is only partial, as a general rule all new HP branded cartridges are accepted.

### **How do we receive envelopes to mail in the ink cartridges?**

Please go to <http://www.recycleforbreastcancer.org/rppe.htm>

and fill out the form. Depending on how many cartridges you have we will either send you postage paid envelopes or a prepaid shipping label.

### **How should I prepare my inkjet cartridges for shipping?**

Please pack your inkjet cartridges so they do not get damaged during shipping. You can wrap them in paper, plastic or other packaging materials. Please make sure your cartridges do not leak by placing them in a plastic bag. (ziplock or grocery bag will do)

### **We have 2 printers at home. The cartridges we use are HP 94, 97, 27, and 28. Are these eligible for your recycling program? Also, can you get a supply of envelopes to send back cartridges as they are used up?**

Yes we accept those inkjet cartridges.

Yes we can supply you with postage paid bags. Please go to <http://www.recycleforbreastcancer.org/rppe.htm> to order them online.

### **We have been a previous user. I need more recycling bags for our inkjet cartridges....Do I need to fill out the form again. Please let me know. Thank you**

Yes, please fill out the form each time. The reason is we estimate the weight based on each item and quantity and provide the most cost effective means for you to ship them back. ie; US mail, FedEx, UPS, etc...

### **What do you mean by Epson Ink Tanks? I have an Epson inkjet printer. Do you recycle ink cartridges T040120 & T041120?**

We can not recycle Epson ink cartridges. For more information on the cartridges we cannot accept please go to <http://www.recycleforbreastcancer.com/dnsend.htm>

There are pictures at the bottom of the ink tanks.

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## Laptops, Computers, Monitors & Equipment

**Do you specifically recycle the following:**

- **PC internal parts (cards, connector cables, etc.)**
- **mouses**
- **keyboards**
- **connector cables (parallel, etc.)**
- **CDs**

Yes we do at our San Ramon, Ca location.

You may also ship them to us.

There is a complete list here >>>

<http://www.recycleforbreastcancer.org/dropoffanytimelist.htm>

**Do you take old computer equipment? Towers, monitors, laptops?**

Yes we can. They can be dropped off at our San Ramon, California facility. For more information, please visit:

<http://www.recycleforbreastcancer.org/dropoffanytime.htm>

**Do you take old fax machines and inkjet printers?**

Yes we can. They can be dropped off at our San Ramon, California facility. For more information, please visit:

<http://www.recycleforbreastcancer.org/dropoffanytime.htm>

**Does your organization accept computer monitors, CPUs, or printers?**

Yes we do accept Laptops, CPU's, Monitors, Printers and Servers.

More details are here >>>

<http://www.recycleforbreastcancer.org/dropoffanytime.htm>

**I have a laptop computer. How do you handle the information on the hard drive? Do I need to completely erase everything on the hard drive**

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## **including the Windows operating system before sending it to you?**

We make every reasonable effort to erase the information on your laptop - but you are ultimately responsible for the data on your computer. We suggest you format the harddrive or delete any important files/information before sending in your laptop. We use a software utility that meets the Dept of Defense standards for making data non-recoverable.

RFBC is not responsible the the data on your laptop.

## **Laser Toner Cartridges** Questions & Answers

### **1) Do you recycle Dell 1600n?**

**2) We have many remanufactured cartridges from PrintMaster that are compatible with: HP C9700A, HP C9701A, HP C9702A, HP C9703A. Do you accept these cartridges even though they are not directly from HP?**

**Thank you in advance for your assistance. I need to recycle these cartridges ASAP and really would like to contribute to your cause with our used cartridges.**

Yes we recycle Dell 1600N.

This program cannot recycle PrintMaster remanufactured cartridges.

**At my place of business we also have plastic containers (toner tubes) that are toners for our copy machine. Do you accept those for your program also?**

Our program cannot recycle toner tubes, plastic containers from copiers and other smiliar empty plastic containers. Usually these can be recycled through your regular plastics program. For more information on the items we cannot accept please go to <http://www.recycleforbreastcancer.com/dnsend.htm>

### **Can I recycle a whole printer with your organization?**

Yes you can at our San Ramon, CA drop-off location. Due to the weight we are unable to provide a free prepaid shipping label. If you would like to send it on your own you may do so and we will see that it gets recycled properly.

### **Do you accept HP Q1300 or Q2100 toner cartridges?**

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Could you please provide us with the brand so we can better assist you.

**Do you accept Laser Toner cartridge NT-COX25 for a Canon ImageClass MF550/MF5530?**

Sorry, this program cannot recycle that particular cartridge.

**Do you recycle Brother TN-460 cartridges?**

Yes, we do.

**Do you recycle Brother TN-540 toner cartridges?**

Yes we do :-)

**Do you recycle Brother TN-560 cartridges?**

Yes we do!

**Do you recycle remanufactured cartridges?**

Yes, but it depends on the make and model#.

Please fill out this form and we can better assist you.

<http://www.recycleforbreastcancer.org/rppsl.htm>

**Do you recycle any toners or fusers for a xerox 6200 printer?**

We need the specific part numbers of the items so we can look them up for you - THX

**Do you take Brother DR-400 Drum Recycles?**

Yes we do.

**Do you take laser printer drums? In addition to toner cartridges, I have a Brother DR200 drum to dispose of.**

□

**Thanks**

Yes we do! Thanks for asking :-)

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**I have an empty Imagistics 794-3 toner cartridge for Im3510 & Im4510.  
Can you use this?**

Yes!

**I have only one H P Q2612 cartridge. Where do I send it?**

Recycle for Breast Cancer  
31 Beta Ct., Suite C  
San Ramon, CA 94583  
Attn: Program Manager

Thank you!

**Is there an address that I can send toner cartridges to using our FedEx account?**

Yes - our address is:  
Recycle for Breast Cancer  
31 Beta Ct., Suite C  
San Ramon, CA 94583

**We have many after market laser jet and MICR toner cartridges. Will you accept them as part of your recycle program?**

It depends on the manufacturer and model number.

Please fill out this form so we can better assist you.

<http://www.recycleforbreastcancer.org/rppsl.htm>

**We need to know if you recycle Mita Toners  
Ri-6230/Ri-2530/3530/4030  
Bottles 6213/6113/6413/6514**

Sorry, this program cannot recycle toner tubes.

For more information on the items we cannot accept please go to >>>

<http://www.recycleforbreastcancer.org/dnsend.htm>

**What is the best way for me to ship my laser toner cartridges?**

Please Help Us Reduce Our Shipping Costs

The continued success of this program relies on us keeping our shipping costs down.

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Please ship as many laser toner cartridges on 1 shipping label as possible.

Here are some tips >>>  
<http://www.recycleforbreastcancer.org/shippingtips.htm>

## **What is the most cost effective way to pack my toner cartridges for shipping?**

The continued success of this program relies on us keeping our shipping costs down.

Please do what you can to help. Shipping tips are here >>>

<http://www.recycleforbreastcancer.org/shippingtips.htm>

## **Program Details** How does this program work?

### **Are there other items you accept besides cartridges?**

Yes, some of the other items are cell phones, software, music CDs and surplus office supplies. If you have something you do not see on the list - please contact us before you throw them away.

Locally, we are also collecting all electronic waste, TVs, Monitors, Printers, Computers, Laptops and accessories.

### **Are you interested in DSL modems and routers? We have a SpeedStream DSL modem that's 5 years old; an Asante Router that connected it to several computers on a home network; and a D-Link wireless router that's 2 years old. (We recently switched to a new DSL provider and have a different router now).**

Yes, we now accept hubs, routers and switches of all makes and models.

Please go to <http://www.recycleforbreastcancer.org/routershubswitch.htm>

### **Are you officially a non-profit organization?**

Yes, we are registered with the State of California.

### **Can I receive a receipt for the items I send in?**

Yes - please send an email from your valid email address to [receipt@recycleforbreastcancer.org](mailto:receipt@recycleforbreastcancer.org) with your name and address in the body of the email.

Items recycled through this program are not tax deductible.

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### **Do you accept VHS videotape and CDs?**

Yes, you can drop them off at our warehouse in San Ramon, CA or ship them in.

Unfortunately we cannot provide a prepaid shipping label for this item.

### **Do you accept working stereo receivers?**

Yes we accept working and non-working stereo receivers at our San Ramon, CA warehouse.

### **Do you have a Canadian group doing the same thing?**

Not at this time.

### **Do you have any posters or signs that I can put up in my two retail stores?**

Yes we do. You can download them at

<http://www.recycleforbreastcancer.com/marketing.htm>

It is an 8.5x11 color flyer you can hand out to businesses or post in your organization. It is available in a PDF file or WORD document.

If you would like something else, please contact us.

### **Do you only recycle items that still work?**

We accept both working and non-working items.

### **Do you recycle cell phone batteries?**

When mailing in your cell phone we do not require the battery. Please do not send extra batteries purchased with your cell phone. We already have so many and it increases our costs for shipping. It is OK to send the original battery or the one that is attached with the cell phone.

### **Do you recycle printers?**

Yes we do. It must be dropped off or shipped to our San Ramon, CA warehouse.

Unfortunately we cannot provide a prepaid label for this item.

### **Do you take floppy discs for recycling?**

Sorry no - not at this time

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**Do you take old regular cameras? The cameras are from the 60-80's.**

Yes we do at our San Ramon, CA location.

**Do you want the batteries left in the units?**

**Do you want the original box?**

**Do you want the charger that came with the unit,not the car charger?**

Yes, you can send the original battery that is attached to the phone. You do not have to remove it. Do not send extra batteries.

No, we do not need the original box.

No, we do not need any chargers, car chargers or wall chargers. Please do not send these items.

**Does it matter if my PDA or cell phone is broken? I don't want you to pay postage for something that isn't useful to you!**

It depends ~ Cell phones, pagers and PDA's that are badly broken (non repairable condition like broken plastic body, smashed screens, etc) we cannot use.

Minor damage like missing antenna, doesn't power on, cosmetic scratches, missing keys we can easily repair. If you are unsure send it and we will make the determination.

**HELLO,**

**WE ARE LOCATED IN PA AND WOULD LIKE TO SHIP (OUR EXPENSE) - MONITORS, COMPUTERS, ETC. TO YOUR LOCATION. IS THIS POSSIBLE?**

**PLEASE ADVISE**

**THANKS**

Unfortunately we are not allowed to accept any monitors or items with a CRT tube from outside California.

Yes we can accept computers, printers, cables, and other computers equipment from outside of California.

For a complete list (except monitors and TVs) go to >>>

<http://www.recycleforbreastcancer.org/dropoffanytimelist.htm>

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## **How do I become a Drop-Off location**

Thank you for your interest in the Recycle for Breast Cancer program.

Drop off locations can be set up at your office, organization or retail store. We provide you with the prepaid shipping labels and collection materials to return the items to us. All you need to do is collect and pack them for shipping.

Contact us to be set up as a drop off location.

Phone 925-735-7203

## **How do you keep track of a shipment?**

We get all the pertinent information off the shipping label. It is very important that you do not change anything on the entire shipping label.

## **How long has this program been around?**

This program was founded in 2002. Starting out in Northern California, it quickly grew to a national program. RFBC now has folks participating from all states across the U.S.

## **How long will it take to process my order?**

Our administrative hours of operation are Monday through Friday, 8:00AM - 5:00PM P.S.T.

Most standard requests are processed within 24-48 hours. (ie: postage paid envelopes or shipping labels)

Collection materials and supplies may take a few more days.

If you do not receive a confirmation of your request from us via email, either we did not receive it or there was another problem. Please let us know if this happens. Occasionally, emails are not received, due to know one's fault.

## **I am in Canada, can I still participate?**

Yes you can, but we would be unable to provide prepaid shipping labels. You would have to ship the items at your expense.

## **I have a 2-line residential 900 mhz phone with portable handset. Can I send this to you for recycling?**

Yes, but unfortunately we cannot provide a prepaid shipping label for that item, you would have to ship at your own expense.

## **I have a paper shredder that no longer works. Would you be able to recycle the shredding component even if you can't send a postage paid**

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**label and I pay postage myself?**

**Also I have two cell phones that I no longer use because of switching phone companies. They work just fine, and I'd like to donate them to a battered women's program or something similar. Would you be able to distribute working cell phones to a charity?**

**Thanks**

Yes to both.

Please ship the cell phones and Shredder to:  
Recycle for Breast Cancer  
31 Beta Ct., Suite C  
San Ramon, CA 94583  
Attn: Program Manager

**I noticed that Texas dose not have any drop off locations, How can I be of help?**

You can become a drop off location by listing your organization on our website.

Drop off locations can be set up at your office, organization or retail store. We provide you with the prepaid shipping labels and collection bins to return the items to us. All you need to do is collect and pack them for shipping.

Your address is then listed on our website so people in your local area may come to your location to drop off items.

**If I want to pay for shipping for empty toner cartridges to save you the expense, can I ship them via USPS or UPS or do I have to ship them via Fedex? Do I need to notify you or can I just send them?**

Thank you! You can send them however you like - UPS, FedEx, DHL, US Mail, etc. No need to let us know when you are sending them.

The ship to address is :  
Recycle for Breast Cancer  
31 Beta Ct., Suite C  
San Ramon, CA 94583  
Attn: Program Manager

**Is it possible to ship multiple types of items (digital cam, cell phone, ink cartridges) in one package with one label?**

Yes you can. Please fill out the "I have a mixture of items form".

<http://www.recycleforbreastcancer.org/mixture.htm>

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## **Is the recycle program totally free?**

Recycle for Breast Cancer provides all the materials you need to aid in your recycling and collection efforts. We also pay all the shipping charges for you to return your items to us provided you meet the minimum requirements. We ask that you mail and pay the postage for music CDs and software, at the time we do not have prepaid labels for these items.

Some larger items like computers, printers, etc can only be dropped off due to their weight it is prohibitive to provide a prepaid shipping label.

## **Is there a minimum amount of cartridges I need to collect?**

The success of this program depends on keeping our shipping costs down.

We ask that you send in at least 6-8 toner cartridges at a time. 10 is ideal.

Inkjet cartridges and Cell Phones (PDAs, Laptops and Blackberries) can be sent in 1 at a time. You can also mix cell phones and cartridges in the same box. You can safely ship up to 50 pounds of items per label.

**Our law office is interested in recycling used CDs, including CD-R and CD-RWs. Do you accept such media storage at your facility? If so, we are concerned about data security because oftentimes these CDs contain confidential client information. Do you guarantee data security and confidentiality, or is it possible for you to accept broken CDs? Please get back to me at your earliest convenience. Thank you.**

Yes we destroy the data for you. Our data destruction policy is here. You can also break them if you like.

<http://www.recycleforbreastcancer.org/ismydatasafe.htm>

## **What happens to cartridges after we ship them to you?**

Empty cartridges in good condition are refilled and resold as remanufactured cartridges. Old or broken cartridges are separated into their base components and recycled. Cartridges should be recycled as soon as possible. Many lose value over time.

## **When does this program end?**

This is an ongoing program, so there are no deadlines. :-)

**Where exactly do the things you receive go if not to US landfills? I recently read that many technology recyclers send the items overseas,**

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**where poor people break them down and burn the parts to extract copper and other things, exposing themselves to toxic substances.**

I know that is terrible, I have seen the pictures.

The items are recycled (here in the US) or refurbished (here in the US) and resold (in the US).

We do not work with anyone who "dumps" product overseas. We also abide by Californias AB 939 Waste Reduction Act.

Hope this information helps and thank you for your concern.

### **Which empty inkjet and toner cartridges do you accept?**

We accept almost all inkjet and laser toner cartridges. For your reference there is a list on our web page at What We Collect. If you have cartridges that are not listed, go ahead and send in your request. We will look them up for you. Please ask us we are happy to help.

## TVs and Computer Monitors

### **Do you accept non-working TV's and Monitors?**

Yes we accept working and non-working monitors and TVs.

### **Do you accept Large Screen or Projection TVs?**

Yes we do. Please bring assistance if you need help unloading your TV.

### **Do you provide a pick-up service?**

Yes, we can provide a pick-up service in California for larger quantities.

Please contact us for details.

### **I have a large screen tv, small tv, computer monitor, some printers, and scanners to donate. Can these be picked up?**

We can provide pick-up service for larger quantities.

Please contact us via email with a complete inventory list so we can better assist you.

info@recycleforbreastcancer.org

**Hello,** □

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□

**I have a 66" television. Can I drop this off for recycle?□**

□

**...Thanks**

Yes we accept all TVs, any size at our San Ramon, CA location.

Please bring assistance to help unload your TV.