MyBusinessRecycles Ink & Toner Recycling Rewards Program

FAQs

Q: Who provides the recycling services for the MyBusinessRecycles program?
A: Office Depot has partnered with Clover Environmental Solutions (CES) to create the MyBusinessRecycles ink and toner recycling rewards program.

Clover is a global leader in providing resellers, mass merchants and value-added specialty suppliers with total environmental solutions including the recycling and remanufacturing of consumable imaging supplies.   They are ISO certified, earning both ISO 9001 for their quality processes, and 14001 certification for environmental management standards.

Q: Is there a fee for customers to participate?   Do I get charged for shipping the cartridges?
A: No, participation in the program is free.   You do not get charged for the UPS pre-paid shipping labels you download from the website.

Q: What types of ink and toner cartridges can I return?
A: You can return any empty ink or toner cartridge, regardless of brand or point of purchase; however, please view the Buyback Price Lists found on the "Program Information" page of the website to see which cartridges are eligible for credit.   We do not accept toner tanks, toner tubes, or toner bottles.

Please DO NOT send toner tanks

Q: Can I return the empty cartridges at an Office Depot retail store and still receive credit in this program?
A: No.   To receive credit for the value of your returned cartridges, you must return the cartridges through the MyBusinessRecycles program via the pre-paid shipping labels you can download from the MyBusinessRecycles.com site.

Q: What items can I receive credit for?
*A: Members receive credit for qualifying ink and toner that are not visibly damaged.   A list of qualifying products and their associated rewards value can be found on the **Buyback Price Lists** located on the "Program Information" page on the site (www.MyBusinessRecycles.com). Buyback Price Lists are updated quarterly and are based on industry pricing averages.*

Q: Do I receive credit for remanufactured cartridges?
*There are two sections to the BuyBack Price Lists: **1. OEM** units **2.   Remanufactured** units.   If the remanufactured cartridge is listed under the Remanufactured section, then you would receive the associated credit value.   If the remanufactured unit is not listed in that section, then you would not receive any credit value.*

Q: When will I receive a check in exchange for the items I've recycled?

*A: At the end of each month, Clover totals the value of the items you've returned and posts a credit to your account. Once the account's value **exceeds $25**, Clover sends a check made out to the company's name on the account. Credit will expire if you do not keep your account active. Recycling accounts will remain active as long as CES receives at least one (1) product from your account in the latest 12-month period. If you do not send at least one Product to CES within any 12-month period, then CES has the option to pay you the remaining balance and close your account.*

NOTE: Checks will be mailed by the 25th of the month and will come from CES (Clover Environmental Solutions), not directly from Office Depot.

Q: How would I set up my account if I have multiple locations, but want the credit for each location combined into just one check going to our Company's corporate office?   (multiple locations, 1 check – preferred set up method)

A: You would register with the Company's corporate office information at MyBusinessRecycles.com. After logging in to the Company's corporate office account you just created, you would go to the "Locations" tab and add each of the ship-to locations that will participate in the program.   Then, you would go to the "Users" tab and add each additional user/associate that would need access to the MyBusinessRecycles.com site.   We suggest having at least one person per ship-to location with full admin access to the site so he/she can download labels and obtain reporting for that office location.

If the account is set up using the process listed above, the credit for all the ship-to locations would be combined and sent to the Company's corporate office mailing address after the account reaches $25.

Reach out to your sales rep if you are looking to set up 50+ ship-to locations.

Q: How would I set up my account if I have multiple locations and want each location to receive their own check for the items they return?   (multiple locations, multiple checks)

A: You would need to have each of the locations register separately at MyBusinessRecycles.com.   This would ensure that each location would receive their own check for the items they return after their account reaches $25.

Q: How do I return the empty ink and toner cartridges for credit?
A: There are two options on how you can return items for credit:

*1. **Use your own box & print a free pre-paid shipping label.***
a. Simply download a pre-paid shipping label from the website. Shipments should contain a minimum of 6-8 ink cartridges and/or 6 toner cartridges per label (NOTE: Please wrap the cartridges to protect them during shipping.).

*2. **Submit a pallet pick-up request on the website.***
a. Members with 500+ toner cartridges to return at one time can schedule a pallet pick-up. Clover will provide all necessary documentation for the shipment. Please see the steps below for how to schedule a pallet pick up.

Q: What steps should I take to print a pre-paid shipping label from the website?

A: Follow the steps below.

1. Click "Order Recycling Supplies" button or choose it from the "My Account" drop-down menu.
2. Select the number of labels needed and click "Add to Cart".
3. Choose the Shipping Location from the drop-down menu.
4. Click the "Order" button.
5. If you ordered pre-paid shipping labels, click the link(s) on the Order Confirmation page to either print the shipping label(s) or have the label(s) sent to you via email.

Q: What steps should I take to submit a pallet pickup request if I have 500+ toner cartridges to return at my office location?
A: Follow the steps below.

1. Click "Pallet Pickup" button or choose it from the "My Account" drop-down menu.

2. Choose the Ship To location from the drop-down menu.   You can change the Contact Name or Email address, if needed, to the specific associate who will handle the pallet pickup in your shipping department.

3. Fill out the form including the date and time you'd like to schedule the pallet pickup as well as any additional instructions that may be needed.

4. Click the "Send" button.

You will receive an email confirming the pickup.   A member of Clover's logistics team will contact you within two business days to confirm the pallet pickup time and email you the bill of lading and pallet tags to affix to each side of the pallet.

Q: How do I ship the package(s) via UPS?
A: There are two options:

1. Leave the box with the pre-paid shipping label wherever your office's regular UPS pick-up area is located or give directly to your UPS driver.   ***OR***

2. Find a generic UPS drop-off location in your local area and bring the pre-paid box to that off-site location.

Q: Can I return ink and toner cartridges in one box?
A: Yes.

Q: How do I pack the boxes?
A: The empty cartridges should be wrapped in newspaper or bubble wrap to separate and protect them in the box.   The best option is to put the empty cartridge back in the original box.

Q: How many cartridges should be returned in one box?
A: Please return a minimum of 20 items, or 20 pounds of empty cartridges.

Q: Where are the empty cartridges sent?
A: The empty cartridges are sent to a certified collections center where they are either remanufactured or recycled to their raw material state and repurposed.

Q: Can I receive any reporting on the number of ink and toner cartridges I return?
A: Yes, you can monitor the number of items returned by viewing the "Track Activity" section of the website.   You have the ability to track the activity on your account and can choose a specific timeframe for the report.   Data is current up to 2 business days and is available for 18 months.   You should allow 6-8 weeks for processing of the items returned.

Q: Can I receive detailed reporting including the environmental details on the items I've returned?
A: Yes, you can view the "Account Summary" report on the "Track Activity" section of the website.   This report includes environmental details on the returned items including: total weight of cartridges returned and the amounts of cartridge plastic, nylon, aluminum, steel, copper, cardboard, and plastic packaging. This summary report is only available on a quarterly and annual basis.