

ZERO WASTE BOX™

USER GUIDE



A **Zero Waste Box™** is a complete and convenient solution which includes the storage, shipping and recycling of a waste that isn't currently recycled through local councils or traditional recycling facilities.

HOW DOES IT WORK?

To start using your Zero Waste Box™, please follow the step-by-step guide below:

1 Assemble it



- 1 The box is delivered flat packed. Please lay it on the floor and unfold it.



- 2 Fold the side flaps inwards.



- 3 Fold the box lid over.



- 4 Push the small closure flap inwards to secure the box.



- 5 Push the flaps on top of the lid inwards to create an opening.



- 6 Apply pressure on all sides so that the box can adopt its free-standing.

2 Start collecting

Once assembled, you can place the Zero Waste Box™ anywhere – at home, in an office, in store, at an event and more. It's now ready for you to dispose of the accepted waste into the box. You will find a list of the accepted and unaccepted waste items on your Zero Waste Box™.

3 Return the box

When full, please seal the box and send it back to us by using the pre-paid shipping label that is fixed at the back of the box. You can either organise the collection by calling UPS on **03457 877 877** or organise the collection online by following this procedure:

Go to **www.ups.com/gb**, click on 'Shipping' and then select 'Schedule a parcel collection'.

Section 1 – Shipping Label Questions

- a. Respond 'Yes' to the question:
'Do you have pre-printed UPS Shipping Labels for your shipment?'
- b. Enter the tracking number of every box to be collected.
Separate every tracking numbers by commas.

Section 2 – Collection Information and Location

Fill out all the mandatory fields in this section.

Section 3 – Service and Package Information

- a. Enter the number of boxes to be collected in 'Packages in Your Collection'.
- b. Enter the total weight of all boxes together. Weight per box is as follows:

1 small box weighs approx. 7kg

1 medium box weighs approx. 15kg

1 large box weighs approx. 28kg

- c. 'UPS Services in Your Collection': always choose 'UPS Standard' in 'UPS Domestic Service section'.
- d. Leave empty 'UPS International Services' and 'UPS EU Transport Services'.

- e. Tick 'No' to the question: 'Does your collection contain items that weight more than 32kg?'

Section 4 – Collection Date and Time

- a. Select the date and time slot to have the box(es) collected.
Please ensure you organise a collection at least 24 hours in advance.
- b. Please also ensure there are 6 hours between the earliest and latest times of collection.
- c. Select your 'Preferred Collection Location' (i.e. it can be an entrance or a building reception).
- d. Collection Reference: insert 'Zero Waste Box' here.

Section 5 – Collection Notifications

Please make sure to unhide this section and enter your email address to receive a confirmation email of your collection.
please keep the collection number somewhere safe and refer to it whenever you need to contact TerraCycle®.
Click 'NEXT' to review the details of your collection request.

Section 6 – Review your Collection Request

Verify all the details of your request and if everything looks good click 'NEXT'. Now you are all sorted, and you will receive a confirmation email.

PLEASE NOTE: you will need the Collection Request Number to cancel, modify or track the status of your collection.

4 Recycle the waste

The collected waste will be sorted into different categories, then sent for processing and transformed into new products such as benches and watering cans.

HOW TO CONTACT US?

For more information regarding your order, please contact us at:
customersupport@terracycle.co.uk

If you would like to recycle more waste and place a new order, please visit:
www.zerowasteboxes.terracycle.co.uk