



Minimal

Closed Loop System Guide



As a business our goal is to create as little waste as we can. We encourage all of our customers to send back their empties for cleaning and refilling.

Please see options for returning back empties:

Option 1

For those within 100 miles from our Northern Depot (Cononley, BD20 8LG).

We will deliver in your area on our own transport each week and collect the empties each time we deliver to you.

Option 2

For those who are out of the delivery radius for our own transport (see option 1) and don't have storage.

We will deliver the 5L & 20L bulk refillable containers via a third party courier and the empties can be returned for free through our Return Portal.

All of the refillable containers will be sent in a reusable box, so please disassemble the box carefully when you receive it and use the same box to return the empty 5L & 20L container in.

You can access our Return Portal via the following link and arrange collection from your premises for the next day:

<https://www.royalmail.com/track-my-return/create/4353>

Please ensure there is 4 x 5L Empty Containers and 1 x 20L Empty Container in each reusable box when sending them back through our Return Portal.



Option 3

For those who are out of the delivery radius for our own transport (see option 1) and have good storage.

We will deliver the 5L & 20L bulk refillable containers via a third party courier and the empties can be returned via a pallet using our reusable pallet nets.

When you have a minimum of 24 empties please request a pallet net from hello@thefriendlychemicalco.com and we will send this out for next day delivery.

Once you have received the pallet net please watch the video on our Facebook Support Group via the following link and we will arrange collection via our courier based on the date and time you request:

<https://www.facebook.com/emma.tapper.98/videos/10224014207162721>