



Recycling Your Computer

Which Computer Companies Will Take Back Your Old Computer?

Computer TakeBack Campaign

August 17, 2007

www.computertakeback.com

Before you buy that new computer, think about what you plan to do with your old one. If it still works and you think someone else can use it, then you might want to donate it to a reputable reuse organization. (Make sure the organization is accepting donations for local reuse – and not sending them overseas.)

But if that's not an option for you, some of the computer manufacturers offer computer recycling programs that you can use, often for free. Some will give you some trade-in credit towards new purchases. This report tells you who offers what services, how to use them, and how to get free recycling.

Note: The information in this report is current as of the date shown above. Companies do change their takeback programs from time to time, so be sure to verify details on the company websites (links are included inside) or check for updated versions of this report on our website at: www.computertakeback.com.

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Takeback Programs At-A-Glance

These programs are described in more detail in the following pages. But this is a quick summary of how to use the manufacturers' consumer takeback programs.

Company	What will they take back for FREE in the US?	What do they take back for a fee or trade-in or other deal?	How it works	More Info on Page:
Apple	Any brand computer or monitor as long as you are buying a new Apple computer/monitor from Apple directly (not through resellers)		You pack and ship for free to their recycler using coupon they email you after purchase. Only good for 30 days.	4
	iPods – you get a discount towards new purchases		Take your old iPods to Apple stores.	
Dell	- Any Dell branded product at any time. - Any brand computer when consumers buy a new Dell (on home/home office website).	Business products, through their asset recovery program.	You pack and ship for free to their recycler. Request free shipping via Dell website or select free recycling option when you buy your new Dell.	2
Gateway	Nothing	Gateway takes back many products for a fee. Some may get trade-in credit.	You pack and ship. Use their Dealtree web portal to estimate costs and trade in credit.	5
HP	Nothing	<u>HP Customers:</u> Consumers who recycle old products can get credit toward future HP purchases – which offset most/all of the recycling cost. <u>Anyone:</u> HP takes back many products for a fee from \$13 to \$34 including shipping. Some may get trade-in credit.	You pack and ship to their recycler, after paying the fee (which covers shipping) online. Use their website to estimate any trade-in credit.	3
Lenovo	Nothing	Lenovo takes back any brand of computer, monitor, notebook for a fee of \$30.	You pack and ship. Order and pay for their recycling "kit" online.	5
Sony	Sony has announced a new free takeback program starting Sept 15, 2007. They will take back anything with Sony's name on it.	Sony takes back many brands of notebook computers for credit towards future Sony purchases. You pack and ship. Use their website trade-in estimator.	Sony will launch 75 collection sites on Sept 15.	6
Toshiba	Any Toshiba notebook computer for free.	Toshiba takes back any company's notebooks for the cost of shipping.	You pack and ship to Dealtree via the Toshiba website. Shipping is free on Toshiba notebooks.	5

DELL'S COMPUTER TAKEBACK PROGRAM

Recycling your old Dell for free

Dell now takes back all Dell brand products for FREE

Dell will now take back any Dell product for free, even if you aren't buying a new one. You have to send it back to them, but they pay for shipping. See details below under "How to send your stuff back."

Recycling for free when you are buying a new Dell

Dell takes back any company's equipment for free when you buy a new Dell computer

You must buy your new computer from the home/home office part of their website. (This offer doesn't apply to business sales.)

If you are ordering your computer on-line, you can request a free recycling kit by selecting the option called *"Recycle my old system with Dell (Free)."* If you order on the phone, ask your sales rep to include the recycling kit with your order. Your new PC will arrive with a Dell recycling envelope containing 2 prepaid air bills and instructions on how to pack and ship your old equipment.

Recycling non-Dell equipment any time

Dell has eliminated the option for consumers to send back non-Dell equipment at any time for a fee. It's available to business customers using Dell's asset recovery system (see below).

How to send your stuff back to Dell

You will need to provide your own box and packing materials. You order a Dell recycling kit on Dell's website (or select it as part of your purchase). Dell will send you prepaid air bills and instructions for how to pack your items, and for scheduling the shipper to pick your items up at your house. To order free takeback of Dell products, you will be asked to enter the weight and an identifying code from each Dell product you want to recycle – a service tag, serial number, PPID, or Express Service Code. (Dell labels its products with these codes.)

What does Dell take back?

Dell will take back all Dell-branded products. For customers returning other companies' products, Dell takes back computers, keyboards, mice, monitors, printers.

Who can use Dell's recycling service?

Free takeback of Dell products is available to ANY Dell product owner (individuals, businesses, organizations, agencies, etc.). To get "free takeback with purchase" recycling, when you can send back another company's product, you must be buying from Dell's Home/Home Office website (not their business sites). Some "consumers" buy from Dell's small business website, but these are not eligible for the free takeback with purchase program.

What about business customers?

Businesses can also use Dell's asset recovery system to sell old equipment. Details are on their [asset recovery website](#).

Link for more details

Dell Recycling Website. Go to www.dell4me.com/recycling

HP's COMPUTER TAKEBACK PROGRAM

How to get FREE recycling from HP

HP doesn't offer free takeback on their products but they offset this cost if you are buying new HP products.

HP charges for their recycling service, but if you are buying a new HP product, you can usually apply an E-Coupon that you get from recycling to cover most or all of this recycling cost.

How to use HP's recycling system

HP will take back a big range of equipment. (It doesn't have to be HP equipment.) HP has an on-line system to "order" recycling services. You fill out the checklist of equipment you want to recycle, and they will charge you according to the items on your checklist, between \$13 and \$34 per product. <https://warp1.external.hp.com/recycle/>

HP will send you a recycling kit, including prepaid shipping air bills and packing instructions. You will need to provide your own box and packing materials. HP's shippers pick up your items from you. About a week later, HP will send you an e-coupon that you can apply to purchases made on HP's Home/Home Office sales website. Currently, the coupon value for recycling a monitor (for which you paid \$29) is \$30. So it covers the cost of recycling.

Trade in your old equipment toward new HP purchase

Sometimes you can trade in your old equipment (HP and other manufacturers') and apply a trade-in allowance towards new purchases from HP. HP offers trade-in allowances on a wide range of products: desktop computer, notebook, PC server, monitor, printer, plotter, copier, digital camera, PDA, projector, networking, and data-storage products. You can get an immediate on-line quote on your equipment's trade-in value at their user-friendly trade-in site:

http://www.hp.com/united-tates/tradein/home_flash.html

What does HP take back?

Printers, scanners, fax machines, personal computers, desktop servers, monitors, handheld devices, etc. – along with related external components such as cables, mice, keyboards.

Who can use HP's recycling services?

Anyone can use it. But e-coupons for recycling credit towards purchases are available to individual consumers only, buying from the home/home office sales website.

What about business customers?

Businesses can use HP's asset recovery system to sell old equipment to offset recycling costs. Details are on their [asset recovery site](#).

Read the small print (Details you need to know)

HP's system makes you send back your stuff first, then you get the coupon towards purchasing new equipment. If you want to send back a computer, you can't really send your current computer back before you get your new one (since you will need to transfer your data). So this system works best either to recycle your older equipment or for a discount (with the coupon) towards your next purchase. It won't work as a rebate on your recent purchase.

Link for more details

HP's Recycling Website: <https://warp1.external.hp.com/recycle/>

APPLE'S COMPUTER TAKEBACK PROGRAM

How to get FREE recycling from Apple

Apple offers free takeback and recycling to consumers who buy a new or "Apple Certified refurbished" computer or monitor from Apple stores, Apple phone sales or Apple's website. (This doesn't work for purchases from resellers, or in Hawaii or Alaska.)

When you purchase your Apple on-line, you can request recycling on the verification of the order page. If you buy at an Apple store or on the phone, tell the sales person you want to do this.

Apple will send you an email with instructions for how to pack and ship your old equipment to Apple's recycling center. Keep this email - you will need it for the free shipping codes, which expire in 30 days.

How to use Apple's recycling system without a new purchase

If you are not buying a new Apple computer, you can still use Apple's recycling program. You can send back any company's products, but it costs \$30 per box (up to 60 lbs). Order recycling services (and a prepaid UPS shipping label) on-line at: <http://www.recycleapc.com/apple/index.asp>

Trade in Apple Equipment

Currently, trade-in is offered only to educational institutions. <http://www.apple.com/education/shop/recycle/index.html>

How to send your stuff back to Apple

You will need to provide your own box and packing materials. You must place CPUs and monitors into two separate boxes. Weight limit per package is less than 70 lbs. Take the boxed equipment plus the email you got from Apple to FEDEX. The email has the codes you will need for free shipping. These codes are only GOOD FOR 30 DAYS, then they expire.

What does Apple take back?

Computers, monitors, cables, mice, keyboards, computer speakers, printers, scanners, floppy drives, optical media, external hard drives.

Who can use Apple's takeback services?

Individuals and small business. Not available in Hawaii or Alaska.

What about business customers?

For larger business and institutions, Apple offers other volume recycling options. Contact irecycle@apple.com.

Read the small print (Details you need to know)

- Free shipping only works for 30 days after you get your email from Apple.
- There are many on-line and in-store sales outlets called Authorized Resellers, but purchases through these resellers do NOT qualify for free recycling. Refurbished sales must be "Apple Certified Refurbished" to qualify.
- They don't take back your stuff at the Apple retail stores.
- You MUST select the free recycling option at the time you are buying your system. You can't add it later.

Link for more details

<http://www.apple.com/environment/recycling/program/index.html>

LENOVO's and IBM's COMPUTER TAKEBACK PROGRAM

Who is Lenovo?	In May of 2005, IBM sold off their PC division (including their Thinkpad line) to Lenovo, a Chinese PC manufacturer, and the world's third largest PC vendor. The two companies still maintain some business alliances.
Free Recycling?	Lenovo does not offer free recycling for consumers in the US. They sometimes offset the cost of recycling with a \$50 rebate towards the purchase of a new Lenovo product. Or you may be able to use IBM's buy-back program to offset recycling fees: http://www-03.ibm.com/financing/us/recovery/small/index.html
How to use Lenovo's recycling system	You must call to order a recycling kit (it's no longer available online). Call 1-866-96-THINK, selecting option 4, and asking for part number #06P7513. The cost is \$30 per box. You will receive a prepaid UPS shipping label, packing instructions, and a form authorizing donation (if your item is still useful). (Lenovo has a "limited time" offer where customers purchasing the Lenovo Recycling Service will receive a \$50 rebate toward the purchase of any new Lenovo product.) Lenovo's recycler may refurbish your equipment and donate it to charity (if you authorize it) and send you a receipt for the tax deduction.
How to send your stuff back to Lenovo	You will need to provide your own box and packing materials. Weight limit per package is 69 lbs. Maximum box size limit is 26x26x26 inches. Take the boxed equipment (including the prepaid shipping label) to any UPS outlet.
What does Lenovo take back?	Any manufacturer's CPU, monitor, printer, and "optional attachments."
Who can use Lenovo's takeback services?	Anyone can use it.
What about business customers?	IBM offers a buyback program for computers which still have value. You can get an online quote for 1-250 items at: http://www-03.ibm.com/financing/us/recovery/small/ For larger quantities , IBM has several asset recovery options: http://www-03.ibm.com/financing/us/recovery/large/index.html
Link for more details	http://www.pc.ibm.com/ww/lenovo/about/environment/ptb_us.html

TOSHIBA, GATEWAY COMPUTER TAKEBACK PROGRAM

How to get FREE recycling from the Dealtree Trade In Program	Some companies use the Dealtree Trade-in program to offer recycling services. While this service (described in more detail on page 5) is primarily used to trade in old working electronics for future purchase credit, some companies also offer their customers use of the Dealtree recycling program. You must ship your products back to Dealtree.
Toshiba: Free takeback of any Toshiba notebook	In March 2007, TOSHIBA announced they will now take back any TOSHIBA notebook for FREE through their Dealtree portal. You don't have to pay for shipping (although their website may still say you do – it's not update). They will take back any other company's notebook for free, but you pay for shipping.
Toshiba's link for details:	http://toshiba.eztradein.com/toshiba/
Gateway:	Gateway also uses the Dealtree portal. They will take back old Gateway

products, but you must pay the shipping and recycling costs.

Gateway's link for details <http://gateway.eztradein.com/gateway/>

SONY'S TAKEBACK & NOTEBOOK TRADE-IN PROGRAMS

Sony's free takeback program Beginning on Sept 15, 2007, Sony will accept any product with Sony's name on it for free at their collection sites. But initially they have only 75 sites, in 17 states. Call Waste Management for details on locations: 877-439-2795.

Sony's Drop Off Sites:

- | | | |
|---------------------------|-------------------------------|---------------------------|
| 1. Phoenix, AZ | 26. Spirit Lake, IA | 51. LeSueur, MN |
| 2. Standard, CA | 27. Fairfield, IA | 52. Northfield, MN |
| 3. Lodi, CA | 28. Chicopee, MA | 53. Clarks Grove, MN |
| 4. Carlsbad, CA | 29. Gardner, MA | 54. New Ulm, MN |
| 5. San Leandro, CA | 30. Westminster, MA | 55. Mayodan, NC |
| 6. Redding, CA | 31. Leominster, MA | 56. North Grand Forks, ND |
| 7. Mira Loma, CA | 32. East Marlboro, MA | 57. Wahpeton, ND |
| 8. Fresno, CA | 33. Somerville, MA | 58. Ithaca, NY |
| 9. Santa Maria, CA | 34. Taunton, MA | 59. Oklahoma City, OK |
| 10. Poway, CA | 35. Springfield, MA | 60. Tigard, OR |
| 11. San Diego, CA | 36. Austin, MN | 61. Lancaster, PA |
| 12. Chico, CA | 37. Burnsville, MN | 62. Williamston, SC |
| 13. Visalia, CA | 38. Norwood Young America, MN | 63. Sioux Falls, SD |
| 14. Del Mar, CA | 39. Elk River, MN | 64. Houston, TX |
| 15. Fresno, CA | 40. Jackson, MN | 65. Round Rock, TX |
| 16. Oceanside, CA | 41. Owatonna, MN | 66. Vancouver, WA |
| 17. El Cajon, CA | 42. St. Paul, MN | 67. Janesville, WI |
| 18. Orange, CA | 43. Blaine, MN | 68. Chippewa Falls, WI |
| 19. Colorado Springs, CO | 44. Maple Grove, MN | 69. Osceola, WI |
| 20. Grand Junction, CO | 45. St. Cloud, MN | 70. Lacrosse, WI |
| 21. Steamboat Springs, CO | 46. Hastings, MN | 71. Milwaukee, WI |
| 22. Denver, CO | 47. Allbert Lea, MN | 72. Madison, WI |
| 23. Sarasota, FL | 48. Spring Valley, MN | 73. Janesville, WI |
| 24. Tampa, FL | 49. Fairmont, MN | 74. Menasha, WI |
| 25. Lake Mills, IA | 50. Mankato, MN | 75. Superior, WI |

Link to info on Sony program: Sony will have more details soon on this program. [LINK.](#)

SONY'S NOTEBOOK TRADE-IN PROGRAM

What does Sony take back? Sony's will take back some old notebook computers through its notebook trade-in program, giving you a gift card towards a future purchase at a Sony store or Sony Style on-line, or credit against a recent purchase. (Sony has a "Buy VAIO Get Credit" payment option that allows the end user to apply their trade-in amount towards a recent purchase of a new VAIO desktop or notebook computer within the previous 30 days. This approach allows you to transfer the data from the old notebook to the new notebook or desktop system and then trade in your old equipment after completing this process.)

How does the trade-in program work? Sony's website has a [trade-in calculator](#), where you can see if your notebook has any value for a trade-in. (It doesn't have to be a Sony notebook, although you get 10% more trade-in value for Sony products.) You will need to know details about your computer's processor type and processor speed. If the calculator tells you that your computer is eligible for trade-in, then you can either take it into a Sony Style store or a Sony outlet, or ship it back for free, to Sony's partner – Computer Products and Services.

How to send your laptop back to Sony. You can either ship it back, or take it to a Sony Style Store. To ship back: Once you put your info in the on-line trade-in calculator, Sony will send you an email with a free Fedex shipping label to CP&S (Sony's trade-in partner).

Once your old notebook is received and evaluated, you will receive a gift card toward a future Sony Style store/online purchase, or as a credit against a recent purchase (within the previous 30 days). You will need to provide your own box and packing materials if you choose to take the box to Fedex. Or, you can take the laptop to a Sony store, who will ship it for you. The store will also inspect the notebook, complete the evaluation, and give you your gift card on the spot.

Read the small print
(Details you need to know)

- If CP&S finds that your notebook doesn't measure up to what you indicated on the website, they will email you to see if you want it returned (and will charge you \$29 for return shipping and handling) or if you just want them to recycle it.
- They say they offer value for almost any notebook of a Pentium 2 or better.

Link for more details

[LINK to Sony Trade In](#)

TRADE IN YOUR OLD ELECTRONICS FOR CASH AT DEALTREE

Trade in your old electronics

Several electronics manufacturers and retailers will allow recent customers to use a trade-in rebate service provided by Dealtree.com to sell their old electronics. You can trade in a whole range of working consumer electronics (see list below). Once they are received and verified by Dealtree, they will send you either a check or gift certificate, depending on the company.

What You Can Trade In

You can potentially get a trade-in rebate on all these (working) products: Desktops, laptops, servers, camcorders, cell phones, digital cameras, PDAs, iPods, game systems, audio and car receivers, multimedia projectors, flat panel monitors. (No trade-in value for CRT monitors.) Some companies allow only certain trade in items (see below).

How Much Is Your Stuff Worth?

On each of the companies' trade-in sites, you will find a Trade In Value Calculator. You fill in details about your item (including current condition), and it will tell you what it's worth. This must be verified by Dealtree, once they actually receive your items, however.

What Companies Participate?

A wide range of manufacturers and retailers participate in the Dealtree trade-in program. Most (except eBay) require that you be a recent customer in order to use their trade-in program. **See below for details** on some of the larger companies using the trade in system.

See chart starting next page for details

How You Can Trade In Old Electronics For Cash With Dealtree

If you recently bought items from this company	Eligible Purchases	What kinds of items are eligible for trade-in	What kind of rebate will you receive?	Link for more info
Buy.com	Any buy.com purchases	Full list offered by Dealtree – see “what you can trade in” above	Electronic gift certificate good for purchases at Buy.com	https://buy.eztradein.com/buy/
Casio	Casio digital camera	Cameras, Camcorders	Check payable to you (purchaser)	http://casio.eztradein.com/casio/
Circuit City	Any product	Full list offered by Dealtree – see “what you can trade in” above	Gift card, good for purchases at Circuit City	http://cc.eztradein.com/cc/
eBay	No purchase needed	Full list offered by Dealtree – see “what you can trade in” above	Rebate paid to you via PayPal	https://ebay.eztradein.com/ebay/
Gateway Computer	Any Gateway or e-Machines product	Full list offered by Dealtree – see “what you can trade in” above	Check payable to you (purchaser)	http://gateway.eztradein.com/gateway/
	Note: If your old products have no trade-in value, you can send them in for recycling for the cost of shipping. The trade-in calculator will tell you the shipping cost.			
Sony	Camera or Camcorders	Camcorders – any brand	Coupon good for camera/camcorder purchase at Sony Style	http://sony.eztradein.com/sony/
Sharp	Any Sharp product	Full list offered by Dealtree – see “what you can trade in” above	Electronic gift certificate good for purchases at TheSharpStore.com	http://sharp.eztradein.com/sharp/
Toshiba	Any Toshiba notebook or projector	Full list offered by Dealtree – see “what you can trade in” above	Check payable to you (purchaser)	http://toshiba.eztradein.com/toshiba/howitworks.cfm#
	Note: If your old products have no trade-in value, you can send them in for recycling for the cost of shipping. The trade-in calculator will tell you the shipping cost.			

(For a full list of companies using Dealtree, go to <http://www.dealtree.com/services.html>)

Note: Some manufacturers (like HP and Sony) offer additional trade-in deals (not through Deal Tree). See the companies' listings elsewhere in this document for details.

REMOVING YOUR DATA BEFORE RECYCLING

None of the consumer recycling programs will clean the data off your computer hard drive (except HP's trade in program, for a \$15 fee.) These services are provided under the asset management programs (to businesses and institutions) but what should consumers do before they send back their computers?

There are several products which clean data off hard drives, but opinions vary as to which is the best (and most complete) technology. We don't endorse any brand of software, but here are some options.

PC World Magazine Recommendations, Feb 2006 Software Reviews:

<http://www.pcworld.com/howto/article/0,aid,123786,00.asp>

Blancco's File Shredder Software

<http://www.blancco.com/main.site?action=siteupdate/view&id=23>